

STATEMENT OF LEARNER SUPPORT

When it comes to deciding which courses you need to take to reach your goals – whether it is a new job, promotion or a change of career - we're with you all the way, from your first contact to your graduation day.

While we can't find you a job or offer psychometric testing we will provide you with all the tools necessary to set you securely on the path to your chosen career or next job. Here's what we will do for you.

► MAKING THE CHOICE

The first step is for you to have a chat with a friendly Course Adviser to discuss your career goals and learning needs. We have an open house so you can come and talk through your options and once we have a clear understanding of what you want to achieve, we might even get you to consider some ideas you may never have thought of.

Your Course Adviser gains a thorough understanding of your needs and your career aspirations through an open discussion with you and then they will:

- Build a learning programme for you, made up of all the subjects you'll need.
- Set up a taster session at the same meeting so you can sample the recommended courses to make sure they're right for you.
- Advise you of the amount of time and money you will need to invest to complete the programme.
- Help you look at ways you can fund your studies, recommending appropriate plans where necessary.

► GETTING STARTED

Once you make your decision and book your place, we'll set up your first study time. The first day starts with a Welcome Session when you will:

- Meet our experienced Training Advisers so that you will know who to ask for support
 - Have an introduction to cover the facilities, equipment and general housekeeping
 - Learn how the programme works, how to book, change or cancel your follow-up lessons
 - Receive an introduction to your course, course material and your personal folder on the X: drive. This has been set up so that from day one with your log in - you will be able to access your work on any of our PCs
 - ... and finally acquire your Pitman Privilege Extra card and benefits for you, friends & family
- Questions are welcome any time so do ask so that you are completely comfortable**

► GETTING QUALIFIED

While you're studying, you'll enjoy unrestricted access to the training centre, learning resources and Training Advisers' support during our long opening hours. Using a PC, a workbook for every subject (yours to keep) and listening to pre-recorded lectures and exercises, you can work at your own pace and at times to suit you. The lesson booking system is simple and flexible – all we ask is that you turn up for your booked sessions or drop us an email or call to cancel if you can't make it.

If you have chosen our self-programmed and self-paced learning, you are totally supported. Through your CD you access your personal tutor and you can stop and start when it suits you, review a piece again if you need to or skip along faster if you have picked it up very quickly.

At any time you can ask any of the Training Advisers for additional help or support if something is not clear or if you get stuck. In fact they will be regularly asking how you are getting on and they genuinely want to hear – and to help. They have done many of the courses themselves so they know exactly what it is like to learn each topic and to take the exams at the end. They'll help to keep you on track or to unravel your mistakes, remotivate and encourage you toward the end goal – a certificate, Award or Diploma to enhance your career.

At the end of every study module, you'll take an exam and when you pass, you'll receive a handsome, nationally recognised Pitman Training certificate or diploma, as proof of your practical excellence in the subject. We have some mock exam papers to help you practise and give you a better chance of gaining a pass or a coveted Distinction.

► GRADUATION AND YOUR FUTURE

Your examination papers are externally marked, and we will be able to give you the results in 3-4 weeks and will let you know when we have your Certificate or Diploma so that you can collect it or arrange to have it sent to you.

If you do not pass that time, don't worry. We can help you to understand where you went wrong, revise for a re-sit and arrange for another attempt.

Our courses are designed to be hands-on and practical so your Pitman Training qualification is respected by recruitment agencies and employers as a mark of excellence. With over 180 years of office skills' training experience, Pitman Training is the best known name in its field. Employers love people who are Pitman trained and some phone us with job vacancies which we put on the board.

And finally, we are linked to Love & Tate, the recruitment consultancy so once you are well on your way to qualifying and have worked on your CV, you can talk with a Recruitment Consultant. We can't guarantee a job, but we will give you practical and sound advice towards temporary or permanent roles or about the market sector you wish to enter.

We're always interested in what you do next – so let us know when you get a job and if you feel your training has helped you to achieve your goals, drop us a line. Success stories are great for the morale of learners and we'd love to put yours on the News Page of our website to inspire others.

Finally, if you need a bit of advice or support when you are out at work drop us an email or give us a call – that's what Pitman Privilege Extra is all about.

► NEED MORE HELP?

Our aim is to help all our learners throughout their learning experience with us. On occasion additional help or guidance may be needed. When this happens we can provide you with our 'Need More Help?' leaflet which guides you to other organisations who can offer help and support.

► HAVING YOUR SAY

Although we hope learning with us is something to celebrate, if the need arises you can easily discuss any problems with our friendly staff. They will point you in the right direction for help or provide a solution.

DO NOT LEAVE IT TILL THE END OF YOUR COURSE – our policy is to sort out queries or issues immediately to enable you to make the most of your time with us and be totally satisfied.

If you prefer you can fill in one of our SHOUT cards on reception with a note of your issue so that a Senior Adviser can talk to you.

At the end of your course we request that you complete our Your Views form so that we have an overview of how you rate the course, the service and if you have any ideas to help us improve.

► OUR POLICIES

A copy of our policies about Equality & Diversity, Confidentiality and Data Protection are all available to be viewed in the Resource Library. Ask a member of staff if you need help or advice.