

Information, Advice and Guidance

## Statement of Service

### Introduction

Voluntary Sector Training (VST) provides comprehensive, accurate, up to date information on a range of services for Third Sector organisations in Essex, Southend and Thurrock with the intention of helping clients make informed decisions.

### About our IAG service

The services we provide are intended to support our clients in making informed decisions on how they operate and develop.

### Information Available

General Enquiries  
Training

VST may, from time to time, be involved in the delivery of other projects and / or services, either as a contractor or sub-contractor. If these projects / services fall within the service categories above they will be covered under this Statement of Service, but if they do not then they will not be covered.

### How we deliver information

#### Telephone

Information is available via telephone Monday-Friday 09:00-16:30, with a voicemail facility to leave messages out of hours.

Team meetings and training events are very important to the quality of the services provided. It may therefore be necessary at certain times to offer a voicemail service only, during normal opening hours.

#### Face to Face

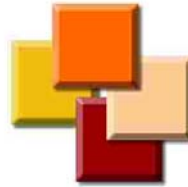
VST staff are happy for clients to visit them at our office, or a visit can be arranged to the client to deliver information and advice 'face to face'. This can be on a group or a one-one basis. Visits can be arranged by contacting us.

#### Websites

Information on VST services is available online through our website:

- main website [www.voluntarysectortraining.org.uk](http://www.voluntarysectortraining.org.uk)

Our website has the facility to enquire online, book online and download a booking form.



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### Written information

A range of written information is available including;

- training brochure produced three times per year
- email news update produced monthly
- leaflets advertising the particular training sessions or events

### What clients can expect from us

#### Level of Service

VST will make a commitment to respond to all telephone and email enquiries within one working day. Enquiries taken away from our office will be responded to the following working day if they are not able to be dealt with immediately.

Where this is not possible, the client will be informed and an estimated response time given. Enquiries left on voicemail will be responded to the following working day.

#### VST Staff

All staff will maintain a friendly, helpful and courteous manner at all times. Staff are trained to understand and adhere to VST policies including equal opportunities, confidentiality and complaints.

#### Impartiality

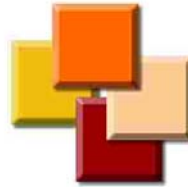
Respect and support to the range of services across Essex, Southend and Thurrock is important. VST is not biased towards certain types of service and does not make recommendations. It allows clients to make their own choices on the basis of the information they are given. When looking for information, clients are advised, wherever possible, to visit a range of offers so that they are able to make an informed choice.

#### Confidentiality

We ask permission from all clients/ enquirers to record their details in order to send them new brochures. Participant details are recorded for monitoring purposes. VST complies with the Data Protection Act 1998 and ensures that all information stored complies with the Act.

#### Equality of Access

VST abides by its Equal Opportunities Policy. Every step is taken to ensure that, with the resources available, all potential clients have access to the service. This is achieved through a range of delivery methods and reaching out to people who might otherwise have difficulty in taking advantage of the service.



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### Monitoring and Evaluation

VST staff monitor the usage of our services regularly. All clients are offered the opportunity to provide feedback, which will allow us to continually improve and develop our services.

Information is also gathered from non-users of our services through outreach work, and feedback from partners, providers and suppliers.

### What do we expect from clients?

- As much relevant information as you can give us so that we can answer your enquiry fully
- To treat all members of staff with respect.

### Feedback, Comments and Complaints

To help us to continuously improve our service and address points raised by clients, we actively invite suggestions, comments, compliments or complaints (this may be anonymous if preferred).

All courses and conferences run by VST include a written feedback sheet. Alternatively, points can be raised at any time with a member of staff.

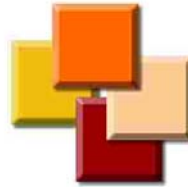
We hope you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience. There is a clear suggestions/ complaints policy which specifies how complaints are handled and where unresolved complaints may be directed. If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with our complaints procedure.

### Limitations of VST

VST offers information about the services detailed in this document in Essex, Southend and Thurrock. Clients may be signposted to other services in the county as appropriate.

VST makes every effort to keep the information it holds up to date. However, accuracy depends, to a large extent, on providers informing us of any changes to the service they offer. Whilst we try our best, we cannot guarantee the accuracy of the information provided.

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Website: [www.voluntarysectortraining.org.uk](http://www.voluntarysectortraining.org.uk)



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### Training

What we do

- Run Open College Network accredited courses in Recruiting Volunteers and Retaining Volunteers, Trustee Training ( with EEtec) ,Leadership, Project Management and other topics (with ARU) .
- Run short accredited or certificated courses in 1<sup>st</sup> Aid for the Appointed Person, Food Safety in Catering (Levels 1 & 2), Health and Safety (Level 2), Manual Handling, Risk Assessment, Stress Awareness (Level 1) and Fire Marshal training
- Run non-accredited courses in managing organisations or personal skills in subjects such as managing staff, business planning, committee skills, trustee skills, minute taking, speaking and presentation skills, writing good funding applications etc.
- Work with individual organisations where we are commissioned to run in-house courses. Common themes include Trustee Roles and Responsibilities, Team meetings, Committee Skill, Business Planning.

What we do not do

- Deliver skills for life, ESOL or higher education level provision.

### General Enquiries

What we do

- Advise callers about VST's services.
- Signpost callers to appropriate services if and when the service is not provided by VST.

This IAG Statement of Service is available to download from our websites and a paper copy is also available from our office.

Date for review September 2010