

# Employment & learning advice

at Redbridge Institute of Adult Education



We offer a free, friendly, welcoming service providing clear information, advice & guidance on local learning and employment opportunities for adults.

***Our advice is impartial and confidential.***

# What you can expect from us:



- A friendly, welcoming service, free from harassment, that will act responsively to your present and future needs.
- Information and/or advice to enable you to achieve your full potential irrespective of gender, sexual orientation, religion, disability or race.
- Learning advisers with the skills and knowledge to identify your needs quickly and effectively. If we are not able to help you we will refer you to a suitable alternative provision.
- A confidential interview of about 30 minutes, which will be focused on your needs (personal information will not be passed on without your prior permission).
- Impartial information and advice, based on your needs and circumstances, which should help you make informed decisions about learning and work.
- Staff who have been trained, CRB checked and hold nationally recognised qualifications.
- Encouragement and support to help you become a lifelong learner, enabling you to access and use information to plan your career.

Redbridge Institute has been recognised as an Investor in People organisation and the Information and Advice service has been awarded the **matrix** quality mark for Advice and Guidance.

# To help you to progress you should aim to:

- Come to your interview or let us know if you would like to rearrange your appointment.
- Tell us if you are happy with the service we provide.
- Let us know if you are unhappy with the service and if necessary make use of our complaints procedure.
- Treat all other clients and staff with respect.
- Report all disrespectful behaviour.
- Tell the adviser if you have a disability or condition that may affect the advice given.
- Follow the Institute's Health and Safety procedures.
- Agree a realistic Action Plan with your adviser.
- Use only those internet sites and e-mail facilities which directly support your Advice Action Plan.
- Let us know how you are getting on, we are interested in your progress.

# Compliments, suggestions and complaints

We welcome your views on the service we provide. You can:

- Email us at [quality@redbridge-iae.ac.uk](mailto:quality@redbridge-iae.ac.uk)
- Fill out one of our compliments, suggestions & complaints forms, which are available in reception or in the main lobby at Gearies

*We also actively seek feedback from our users by undertaking learner surveys throughout the year, including telephone interviews and questionnaires.*

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