



Skills for Learning Professionals

Statement of Service for the Lifelong Learning UK

Information and Advice Service

This publication can be made available in large print, braille, tape or in languages other than English.

The Lifelong Learning UK Information and Advice Service is funded by the Department for Business, Innovation and Skills (England.) The service offers regular, accurate, comprehensive and up-to-date impartial information and advice on all aspects of working in the lifelong learning sector in England.

Advice on careers in the lifelong learning sector is given for new and existing teachers, tutors, trainers and learning support workers, working across a range of areas of work:

careers guidance work, community learning and development, further education, higher education, libraries, archives and information services, youth work and work based learning.

You can speak to an adviser about:

- The qualifications you'll need and what it's like to work in the sector
- Financial support for your training
- Professional development

Please note: We cannot arrange places on training courses, or employment positions, nor can we offer in-depth careers guidance, but we can point you in the right direction to find these things.

The Information and Advice Service is staffed by experienced practitioners from the Lifelong Learning sector, who work within the framework of the National IAG Board of principles¹.

Confidentiality

Advisers work according to the principles of confidentiality and will seek, at all times, to maintain discretion and sensitivity about the information you have given them and the people with whom it is shared. However, advisers have a professional responsibility to share issues which may affect your welfare or contravene the law, with the relevant authority.

Use and Storage of Your Personal Information

When you supply any personal information to the Lifelong Learning UK Information and Advice Service we have legal obligations towards you in the way we deal with that data. We will collect the information fairly, we will explain how we will use it and we will ask your permission first if we want to pass the information on to anyone else.

¹ <http://www.lifelonglearning.co.uk/iag/npfreport.pdf>



Skills for Learning Professionals

In general, any information you provide to us will only be used by for our research and analysis. It will never be supplied to anyone outside our organisation without first obtaining your consent. This applies to your name, email addresses, personal information and any email correspondence.

We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 1998.

Equal Opportunities

LLUK's Information and Advice service works within the framework of LLUK's Equal Opportunities Policy. We are committed to promoting equality of access to information and advice on education, employment, and training, regardless of race, religion, gender, disability, marital status, social class, age or sexual preference. Forms of unlawful direct and indirect discrimination or unequal treatment or unethical behaviour will be challenged.

We are continually trying to improve our services and to tailor them to your needs so we welcome feedback. Please use the online feedback form at: www.lluk.org/ias.htm

LLUK Information & Advice Service

Tel: 0300 303 1877

Email: advice@lluk.org