

STATEMENT OF SERVICE

CPR Regeneration, the urban regeneration company for Camborne, Pool and Redruth has received European Convergence funding in order to support businesses in the CPR area to develop the skills of their staff. The funding will be in place until December 2010 and will allow CPR Regeneration to support businesses based within the CPR area (TR14, 15 & 16 postcodes).

CPR Regeneration has a range of training services which include:

- course enquiries
- sourcing courses on behalf of employers
- grant support
- advice and guidance
- facilitating training events

Advice and guidance is given before each training event when completing paperwork. The advice and guidance is impartial and is there to give prospective learners information, advice and guidance to help them make informed decisions about what courses they may wish to undertake. Guidance interviews are confidential. Further advice and guidance is available upon request.

For those who need further specialist support, training, advice and guidance, referrals and/or signposting can be made to external services such as Business Link, Next Steps or specialist support as appropriate. If we are unable to meet your needs, we will signpost/refer on to an alternative service provider.

Equal Opportunities:

CPR Regeneration has available an Equality & Diversity Policy, a copy of which can be made available on request. You should be allowed to follow your chosen course without having to face any kind of prejudice from other learners or staff. Any case of suspected harassment should be discussed with one of the team.

The Team:

Richard Monk – Business Advisor	rm@cprregeneration.co.uk	07827 885801
Dawn Pearce – Business Advisor	dp@cprregeneration.co.uk	07791 808812
Jo Abram - Business Advisor	ja@cprregeneration.co.uk	07827 885802
Richard Jackson - Business Advisor	rj@cprregeneration.co.uk	07791 808870
Kay Chadwick – Administrator	ksc@cprregeneration.co.uk	01209 722010

Address:

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Trevenson Road, Pool, TR15 3PL

Tel: 01209 722010

Fax: 01209 722090

Web: www.cprregeneration.co.uk

Opening Hours:

Mon – Fri 9.00am – 5.00pm

Answer phone service is available for out of office hours and responses to messages will be made within 2 working days.

Enquiries:

All enquiries will be dealt with promptly and professionally. An acknowledgement will be sent within 3 working days.

Complaints:

If you are unhappy about the service you receive you can speak in person to a member of the team who will follow the CPR Regeneration complaints procedure (a copy can be obtained from CPR Regeneration). You will receive a written response within 10 working days.

Appeals:

If you are dissatisfied with your results, you may have the right to appeal and request a remark. If you want to appeal please contact a member of the team who will put you in direct contact with the training provider who will then follow its own appeals procedure.

Feedback:

CPR Regeneration actively encourages feedback and suggestions from recipients either verbally or in writing. These are evaluated and used to update and develop our service.

When engaging in our service...

We offer you

- ✓ Confidentiality
- ✓ Transparency in all our services
- ✓ Impartial information, advice and guidance
- ✓ A choice of courses
- ✓ Teaching and learning methods to suit your needs
- ✓ Qualified and competent tutors and staff
- ✓ Extra help and support as appropriate

- ✓ Access to modern learning materials and equipment
- ✓ A learning plan to suit your abilities and needs

- ✓ Reviews of progress
- ✓ Opportunities to develop your career
- ✓ Signposting to alternative agencies/providers as appropriate
- ✓ Recognition of achievements
- ✓ Equality, diversity and respect
- ✓ A safe and healthy place to learn
- ✓ Opportunity to comment on our level of service
- ✓ Responsive action to any complaints or suggestions

In return we ask you to

- ✓ Attend courses regularly and punctually
- ✓ Respect other learners and staff
- ✓ Complete documentation and course work on time
- ✓ Seek additional support if you need it
- ✓ Provide feedback on the service as requested
- ✓ Advise us on changes to your personal details
- ✓ Not to accept or participate in any form of discrimination, harassment and/or bullying and report any such findings
- ✓ Respect the property of the company, staff and fellow learners
- ✓ Follow Health & Safety policy and report any unsatisfactory conditions or potential hazards to a member of staff