

## You can contact us in the following ways:

**By email:** [ladder4learning@learningcurve.org.uk](mailto:ladder4learning@learningcurve.org.uk) or  
[enquiries@learningcurve.org.uk](mailto:enquiries@learningcurve.org.uk)

**By Post:** The Learning Curve, Unit 2 Challemead Business Park, Bradford Road,  
Melksham, Wiltshire, SN12 8BU

**By Telephone:** ladder4learning helpline 01225 792505  
(10 am - 3 pm Monday to Friday, answerphone at other times)  
Learning Curve general contact 01225 792500

**By Fax:** 01225 792501

**Websites:** [www.ladder4learning.org.uk](http://www.ladder4learning.org.uk) / [www.learningcurve.org.uk](http://www.learningcurve.org.uk)

Our head office in Melksham is open Mondays to Fridays 9 am - 5 pm



## The Learning Curve and ladder4learning

Information, Advice and Guidance  
Summary of Service

**2009/2010**

*This leaflet is available in other formats on request*

*Registered Company No 4324686*

*Registered Charity No 1090735*

*Updated September 2009*

## Summary of Service

### What we offer

- We provide impartial information and advice about Learning Curve courses and those provided by other organisations.
- The Learning Curve offers information and advice on learning and related issues with a particular focus on learning and training provided by and for voluntary and community organisations and small to medium enterprises.
- Through the ladder4learning project, we offer information and advice related to workforce development in the voluntary, community and social enterprise (VCSE) sector in South West and South East England.
- Where appropriate we can refer you to other people or organisations for more specialist advice.

### We can provide you with information about:

- Training courses.
- Other forms of learning and development.
- Career progression and pathways.
- Qualifications and accreditation.
- Related issues including financial support.
- Sources of further help and support.



### Our Advisers can provide:

- Support to find, understand and use information.
- Support for employers and advisers.

### You can expect the following:

- A professional service delivered by appropriately qualified staff.
  - A service that is supportive and delivered in line with equal opportunities and other relevant legislation.
  - A confidential service. We will not pass any of your details on without your permission and we will keep all of your details in line with the Data Protection Act.
  - We will treat any feedback or complaints about our service seriously and do our best to put things right. Please speak to a member of staff or fill in a feedback leaflet.
  - All information and advice will be delivered in line with the Learning Curve's values, our IAG policy and NAEGA's Principles for Ethical Practice. (NAEGA is the major UK association for adult guidance practitioners).
  - A response to your request for information or advice within 5 working days.
- ### We expect users of our services to:
- Respect our staff, premises and equipment.
  - Provide us with feedback when we ask for it.
  - Let us know if you are not happy with our service so we can do our best to improve .

