

## Statement of Service

*Date:* May 2011

*Review Date:* 3 years

*Director's:* Karen Smith and Ali Anwar

The CADCentre (UK) Ltd is one of the leading training providers in Wales and has expanded into the South of England delivering highly effective and engaging programmes.

We are located in Aberystwyth, Swansea, Bangor, Cardiff, Newport, Bristol, Swindon, Reading, West Midlands and London Central and deliver Skill Build Adult/Youth programmes in Wales, Apprenticeships and Accelerated Apprenticeships in England and Wales.

Our main aim is to train and develop learners through Work-Based training and to achieve nationally recognised quality standards in the form of Apprenticeship frameworks, NVQ/QCF and stand alone qualifications.

We offer Information, Advice and Guidance (IAG) to all potential learners and employers. The service is impartial and is available to help you make informed choices about current learning and work opportunities available. Information, Advice and Guidance interviews are confidential and offer a chance for you to discuss, identify and receive information on opportunities with a competent advisor. We will signpost and refer to other agencies and organisations, as appropriate, who may be able to help and support you if we are unable to meet your needs. Throughout all our services we aim to meet the individual's needs and promote equality.

The CADCentre (UK) Ltd delivers work-based learning with trainers and assessors providing a wealth of industry knowledge, within the ICT, Business Administration, Engineering and Manufacturing sectors and who meet the 'Skills for Life' needs throughout the UK. The CADCentre also works in partnership with Careers, Sector Skills Councils, Awarding Bodies, Job Centres and Employers.

Our services can be accessed from 9am to 5pm Monday to Friday on free phone 0808 2000 129, or place enquires by email at [enquiries@cadcentreuk.com](mailto:enquiries@cadcentreuk.com) or via our website on [www.cadcentreuk.com](http://www.cadcentreuk.com). Your details will be forwarded to one of our regional centres who will contact you.

We welcome and value compliments, complaints and suggestions about our service. These can be made by using suggestion boxes available in our training centres, through to learner satisfaction surveys, learner interviews and employer surveys etc. The feedback is evaluated and used to continuously improve and develop our service delivery.

If you require this information in a larger print or other format please contact us on free phone 0808 2000129 or email your query to [enquiries@cadcentreuk.com](mailto:enquiries@cadcentreuk.com). Details and locations of all our centres are available on our website at [www.cadcentreuk.com](http://www.cadcentreuk.com)

Directors Signature:

