



IAG Statement of Service for Learners

Rapido Training Ltd

We welcome and value your compliments, complaints and suggestions about our service.

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This information is available in larger print and other formats on request.

Rapido Information, Advice and Guidance service aims to: Help you make informed choices about your personal, job and career development.
Provide an impartial, confidential and accessible service.

Information on learning and work especially about:

- Rapido
- Courses we provide.
- Learning and assessment.
- Personal support we provide.
- Using e-learning and the internet.
- Getting money to pay for learning.

Advice on how to get further information and support on:

- Options for career development.
- Access to basic skills such as language, literacy and numeracy.
- Help using information technology.
- Additional learning support by one to one tutorials.
- Different learning methods and assessment.

Guidance to tell you about other organisations who can

- give you more help such as:
Personal, social and lifestyle support services.
- Other learning or employment options.
- Developing your career further.