

The Widening Participation and Learning Department strive to ensure that information, advice and guidance is available prior, throughout and following a programme of learning and that the information, advice and guidance given meets the following principles.

Accessible and Visible –services should be recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit clients' needs;

Professional and Knowledgeable –frontline staff should have the skills and knowledge to identify quickly and effectively the client's needs. They should have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision;

Effective connections - Links between services should be clear from the client's perspective. Where necessary, clients should be supported in their transition between services;

Availability, Quality and Delivery - Services should be targeted at the needs of clients, and be informed by social and economic priorities at local, regional and national levels;

Diversity – the range of services should reflect the diversity of clients' needs;

Impartial –services should support clients to make informed decisions about learning and work based on the client's needs and circumstances;

Responsive –services should reflect clients' present and future needs;

Friendly and welcoming - services should encourage clients to engage successfully with the service;

Enabling –services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their learning and work in their future career plans;

Awareness – Adults should be aware of the services that are relevant to them, and have well informed expectations of those services.



If you would like to discuss your career development and require information on courses, qualifications or progression, please contact the WP&L team on 01642 854744 (Ext 54744) or e-mail widening.participation@stees.nhs.uk