

Quality of service

The Trust works within the Guidance Council's Code of Principles:

- Confidentiality
- Impartiality
- Client focussed
- Equality of opportunity
- Transparency
- Accessibility

Copies of the Code and the Guidance Council address are available on request.

Hastings Trust & Sussex Careers are members of the IAG Partnership. The Trust has a service level agreement to deliver 'Direxions', funded by the Learning and Skills Council and managed by Sussex Careers.

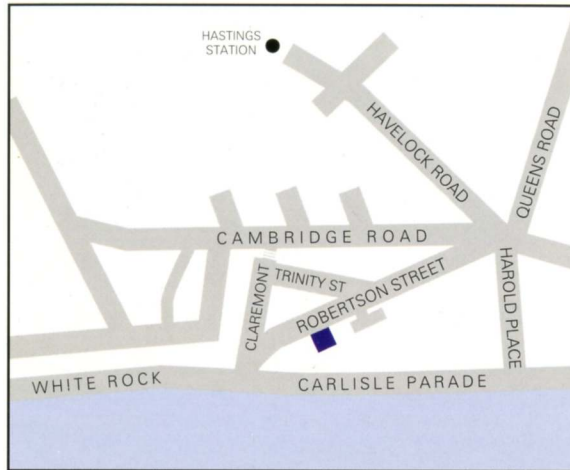


ASSURING QUALITY OF
INFORMATION, ADVICE
AND GUIDANCE



Direxions
LEARNING & WORK ADVICE FOR ADULTS

Where to find us



To discuss your requirements and use the service please contact

Heather Smith

Training & Development Co-ordinator

Or drop in between 10am - 5pm
(appointments not often necessary)

Hastings Trust Resource Centre

The America Ground 35 Robertson Street

Hastings East Sussex TN34 1HT

Tel: 01424 446373 Fax: 01424 436740

Email: peta@htgate.demon.co.uk

Website: hastingstrust.netfirms.com



HASTINGS
TRUST

working with and for the community

HastingsTrust.Registered Charity No:1007410. Company Limited by Guarantee No: 2540333

adult learning, volunteering & employment

a free information and advice service
for adults in Hastings & Rother

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a Hastings Trust Project

What service is provided?

Direxions - a free, impartial and confidential service that provides information and advice on:

- Career & personal development
- Education & training
- Volunteering
- Looking for work
- Marketing & business start-ups
- Project development
- Funding & sponsorship

We will help you explore and select from a range of options

Resources include:-

- Internet access
- Relevant publications & materials
- Photocopier and fax facilities

Who can access the service?

- The service is available to adults aged 20+
- All individuals will receive information and advice irrespective of gender, sexuality, religion, disability or race
- All information is in English. It is also available in large print on request. We also have links with other organisations who can provide information in other formats and languages for clients
- The Resource Centre (and toilet) is accessible for wheelchair users. There is a disabled parking bay outside our premises and taxi rank opposite

If we cannot help you immediately we will deal with your request within 3 working days.

We offer a number of internal services and opportunities at the Trust and can also signpost you to other relevant agencies, groups and organisations including:

- Careers centres
- Education and training providers
- Volunteer bureaux
- Alternative UK online centres
- Employment agencies
- Disability groups
- Black and ethnic minority groups
- Environmental groups
- Faith groups
- Residents associations
- Over 60's groups
- Voluntary and community groups

Private interviews

Whilst our Resource Centre is always accessible, private meeting rooms are available only on upper floors. Please let us know in advance if you wish to **ensure** that a room is free. If you have difficulty using stairs - unfortunately we have no lift - we can arrange to meet you at an alternative venue.

