



## Statement of Service for the talent Information and Advice Service

Managed by the London Strategic Unit for the Learning and Skills Workforce, talent offers London a high quality, impartial advice and information service for teaching in the lifelong learning sector in England and Wales with a focus on the London area.

Advice on initial teacher training and continuing professional development is given for new and existing teachers of literacy, numeracy, English (ESOL) and other subjects, working in a range of teaching and learning contexts.

**If you are thinking of becoming a teacher, are already teaching, or responsible for staff training, talent can help.**

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### What we offer:

- Information about training to teach
- A searchable database of courses available in the London area
- Advice and information about continuing professional development opportunities in the areas of adult literacy, numeracy and ESOL
- Information about financial support for your training

**Please note:** We cannot arrange teaching placements or places on training courses, but please see our website for information on jobs and courses.

talent is staffed by experienced practitioners, who work within the framework of the National IAG Board of principles<sup>1</sup>.

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<sup>1</sup> <http://www.lifelonglearning.co.uk/iag/npfreport.pdf>



### **Confidentiality**

Advisers work according to the principles of confidentiality and will seek, at all times, to maintain discretion and sensitivity about the information you have given them and the people with whom it is shared. However, advisers have a professional responsibility to share issues which may affect your welfare or contravene the law, with the relevant authority.

### **Equal Opportunities**

The talent advice service works within the framework of the Institute of Education's Equal Opportunities Policy. We are committed to promoting equality of access to information and advice on education, employment, and training, regardless of race, religion, gender, disability, marital status, social class, age or sexual preference. Forms of unlawful direct and indirect discrimination or unequal treatment or unethical behaviour will be challenged.

### **Use and Storage of Your Personal Information**

When you supply any personal information to The London Strategic Unit, the talent advice line or the talent website ([www.talent.ac.uk](http://www.talent.ac.uk)) we have legal obligations towards you in the way we deal with that data. We will collect the information fairly, we will explain how we will use it and we will ask your permission first if we want to pass the information on to anyone else.

In general, any information you provide to the London Strategic Unit, the talent advice line or the talent website will only be used by for our research and analysis. It will never be supplied to anyone outside the London Strategic Unit or talent without first obtaining your consent. This applies to your name, email addresses, personal information and any email correspondence.

We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 1998.



**Have your say**

We are continually trying to improve our services and to tailor them to your needs so we welcome feedback.

If you would like to make a comment or complaint about the talent advice line, please write to [webmaster@talent.ac.uk](mailto:webmaster@talent.ac.uk) stating the nature of your email.

We take all complaints seriously and will send you an acknowledgement within five working days. An adviser will then investigate the matter and respond to you within a further five working days. If the matter is still unresolved your comments will be passed on to the advice and information manager, who will send you a written response within ten to twenty working days.

**talent advice line**

**Tel: 020 7911 5372**

**Email: [adviceandinfo@talent.ac.uk](mailto:adviceandinfo@talent.ac.uk)**

**Web: [www.talent.ac.uk](http://www.talent.ac.uk)**