

## Who Are We?

Blackburn Gould and Associates is a Facilities Management skills and education organisation. Founded in 2018, we deliver a variety of high-quality skills-related programmes on behalf of Government funded agencies, Stakeholders and Commercial businesses.

Our programmes include support for unemployed individuals to retrain and secure jobs, vocational training programmes, adult education and commercial bespoke training in sectors of growth including, but not limited to: Facilities Services. Additionally, we specialise in functional skills delivering math's, English, ICT for those looking to improve education attainment.

With a team of 8 staff, Full-time, part-time or freelance, we supported more than 60 individuals across our programmes in 2019 / 2020 in Essex. Our existing clients include local Colleges, Independent Training Providers, Local Authorities and private Business.

We are focused on achieving accreditation with various accrediting bodies and we are focused on delivering high quality information, advice and guidance.

## Contact Us

Blackburn Gould and  
Associates  
**Trafalgar House**

London Road, Grays, RM20 3JT.

**Email:** [info@blackburngould.com](mailto:info@blackburngould.com)

**Tel:** 01375 886 355

# Information Advice and Guidance Booklet



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# Our Services

## Employability and Training



- Job Searching
- Confidence Building
- Benefit Calculator
- CV Workshops
- Mock Interviews

## Upskilling the Workforce



- Business Training Needs Analysis
- Individual Learning Plans
- Functions Skills
- Group Training Sessions

## Facilities Management



- Consultancy Services
- Contract and Procurement
- Asset Management Strategy
- Operational Management

# Our Aims

Our aim is to provide you with information, advice and impartial guidance to enable you to maximise the opportunities available through our programmes and to enable you to fulfil your full potential.

This policy outlines our 'direction of travel' with regards to:

- ❖ the provision of information advice and guidance
- ❖ identify service user needs and support needs
- ❖ ensure that service users are appropriately placed on provision
- ❖ optimise service user participation, retention and achievement

## How Will We Monitor the Services?

Through your induction, review and exit survey we will use the information you have provided to help us monitor our services. We want to be able to ensure you are receiving the highest possible provision from BLACKBURN GOULD AND ASSOCIATES. A combination of the following is used to monitor and continually improve our services:-

- ❖ Individual Learning Plans/InitialAssessments
- ❖ Induction and Information, Advice and Guidance
- ❖ Attendance data
- ❖ Key Performance Indicators
- ❖ Staff observation reports
- ❖ **Learner feed-back**
- ❖ Exit surveys

# What is Available to you?

## Information



Information about what programmes are available to you.

Free and impartial information on national and local learning opportunities.

## Advice



Advice about their suitability to your needs

Advice regarding money or benefits.

Advice on national and local support services available.

## Guidance



Guidance on education and training, jobs and career development to enable you to make an informed decision.

Guidance on progression opportunities.

# Getting Started

## What to Expect?

When you join us at Blackburn Gould And Associates we want to ensure that you are fully aware of what our programmes entail. We also want to ensure that the programme is suitable and that we can help. That is why you will go through a full induction which will include an initial assessment. If at any time you feel the course or support programme is not for you, speak to a member of staff who will be able to provide you with the guidance you need.

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*Contact us at any-time using  
[Info@blackburngould.com](mailto:Info@blackburngould.com)*

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## How Can We Help?

Throughout your time on our programmes you will have access to our Information, Advice and Guidance service. This will include: -

- ❖ A review of your progress and to identify any additional support you may require.
- ❖ Access to [info@blackburngould.com](mailto:info@blackburngould.com) which is a dedicated mailbox which is confidential. You can request information and seek support and advice. We aim to reply within two working days.
- ❖ Free one-to-one support sessions with a member of staff and this will take place within 15 working days of your request.

## What's Next?

Once you have come to the end of your programme we want to ensure that you achieve your full potential, therefore at your end review your tutor will support you to identify your new strengths and look at how you can progress. We also value your feedback so will ask that you complete an anonymous feedback form which will help us to continually improve our services.

# Our Training Goals

BLACKBURN GOULD AND ASSOCIATES believes that learning and raising skills levels are the foundation stones for life, raising self-esteem, aspirations and motivation for employment and career progression. We recognise that barriers sometimes prevent people from recognising their full potential or having an ambition. Through our customer-centred programmes we aim:

- ❖ To support people to develop a broad range of skills to contribute to a modern economy and participate in a competitive labour market.
- ❖ To provide young people with re-engagement programmes to encourage them to embark on a positive journey towards further learning or employment.
- ❖ To deliver high quality educational programmes that lead to accreditation or qualifications.
- ❖ To work in partnership with a diverse range of stakeholders, consisting of public, private and third sector organisations, since we recognise that no one organisation alone can meet all an individual's needs.