



Statement of Services (Training)

Cornwall Marine Network (CMN) has a range of training services which include:

- Course admission
- Course enquiries
- Advice and guidance
- Learning support
- Sourcing courses on behalf of employers
- Facilitating training events
- Grant support
- Promoting training in the marine industry in Cornwall and the Isles of Scilly
- Assessing qualifications
- Providing the best deals for our member companies



The advice and guidance is impartial and is there to give prospective learners information, advice and guidance to help them make informed decisions about what courses they may wish to undertake. Guidance interviews are confidential.

For those who need further specialist support, training, advice and guidance, referrals and/or signposting can be made to external services such as Business Link, Connexions (young people advice), Next Step (adult advice) or specialist support as appropriate. If we are unable to meet your needs, we will signpost/refer on to an alternative service provider.

Equal Opportunities:

CMN has available an Equal Opportunities policy. You should be allowed to follow your chosen course without having to face prejudice from other learners or staff. Any case of suspected harassment should be discussed with one of the trained members of staff.

Opening Hours:

Mon-Fri open 9.00am-5.00pm

Answer phone service is available for out of office hours and responses to messages will be made within 2 working days.

About CMN...



Paul Wickes - Chief Executive Officer
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Clare Cocks - PA to CEO
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Jayne Jenking - Centre Manager
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Andrew Robson - Business Development Manager
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Tel: 01326 211 382

Fax: 01326 318 250

Email: networkoffice@cornwallmarine.net

Web: www.cornwallmarine.net & www.cornwallmarine.com



When Engaging in our Services...

We offer you:

- Confidentiality
- Transparency in all our services to students
- Impartial information, advice and guidance
- A choice of courses
- Teaching and learning methods to suit your needs
- Qualified and competent tutors and staff
- Extra help and support as appropriate
- Modern learning materials and equipment
- A learning plan to suit your abilities and needs
- Reviews of progress
- Opportunities to develop your career
- Signposting to alternative networks/providers as appropriate
- Recognition of achievements
- Equality, diversity and respect
- A welcoming, safe and healthy place to learn
- Opportunity to comment on our level of service
- Responsive action to your complaints or criticism



When Engaging in our Services...

We ask YOU to:

- Attend courses regularly and punctually
- Respect other students and staff
- Take ownership and responsibility of your learning plan
- Complete documentation and course work on time
- Seek additional support if you need it
- Provide feedback on the services as requested
- Advise us on changes to your personal details
- Comply with the code of conduct and regulations of the company
- Not to accept or participate in any form of discrimination, harassment and/or bullying and report any such findings
- Respect the property of the company, staff and fellow students
- Follow Health and Safety policy and report any unsatisfactory conditions or potential hazards to a staff member

Training Activity:

CMN has a wide variety of NVQ and Apprenticeship courses that you may be eligible for, including:

- Business and Administration - Level 2/3
- Customer Service - Level 2/3
- Team Leading - Level 2
- Management - Level 3
- Computer Skills (ITQ) - Level 2
- Marine Engineering - Level 2/3
- Performing Manufacturing Operations - Level 2
- Fabrication and Welding - Level 2
- Performing Engineering Operations - Level 2
- Short Courses
- Legislation Training
- ...We can develop a course specific to you, contact us to find a course suitable for your needs

Enquiries:

All enquiries will be dealt with promptly and professionally. An acknowledgement will be sent within 3 working days.

Complaints:

If a recipient is unhappy about the service they receive they can speak in person to a member of the team who will follow the CMN complaints procedure (a copy can be obtained from CMN) they can also ask to speak to the Centre Manager (as per contact details overleaf). You will receive a response within 10 working days.

Feedback:

CMN actively encourages feedback from recipients either verbally or in writing. These are evaluated and used to update and develop our service. Please feedback to any member of our team.

For more information on the range of services we offer, call one of our team on: 01326 211 382