

**MISSION STATEMENT:**

***Helping people to realise their full career and learning potential.***

**VALUES:**

- Involving users in the design, delivery and governance of our service
- Working with other providers to deliver a better service to our users
- Providing independent and impartial advice and advocating on behalf of our users
- Treating staff and users with honesty, openness and respect
- Valuing diversity, innovation and excellence