



customer charter
NEW COLLEGE SWINDON



The mission of New College Swindon

Our mission is to provide quality education, training and services which:

- meet our customers' needs
- encourage individuals to realise their full potential
- support lifelong learning
- help young people, the community and business to prosper

We aim to put customers first and provide our services in ways which are flexible, responsible, friendly and efficient.

Putting the customer at the forefront

- We seek to respond in a manner where quality information, advice and guidance (IAG) is paramount.
- We actively encourage your views and feedback to inform our provision.

Providing first class standards in learning in a safe environment

- High quality teaching and learning with success rates our primary driver of quality
- Suitably experienced and qualified staff
- Rigorous procedures for ensuring safeguarding of all learners
- First class study and learning resource facilities
- Maximising your access to computers
- Fair assessments and prompt marking
- Introduction to your course that includes an Individual Learning Plan, assessment requirements and a course guide
- Regular targets and the opportunity to feedback on your learning
- We actively check on safeguarding arrangements for staff and learners in all locations that deliver learning.

Celebrating diversity

- Gender, ethnicity and diversity are celebrated and promoted at New College. We offer a multi-faith College where all contributions are equally valued and respected and under the guidelines of Every Child/Learner Matters.
- Your induction to College will include appropriate initial assessments and an introduction to the wealth of services offered by Learning Support.
- A pastoral tutor who may see you every week to organise and deliver a programme of study that meets your needs and interests.
- You will have access to careers, IAG advisers and a counselling service at all stages of your study.
- We actively comply with existing legislation embedding equality and diversity

Continuous improvement

- Your enquiry and application will be guided by the impartial principle of 'Recruitment with integrity'. This means our information, advice and guidance commits to be fair, efficient and impartial.
- We monitor and assess (including observations) all our learning situations and continuously invest in staff training and resources.
- We will work to continuous quality assurance mechanisms, service standards and be monitored by external assessment (such as matrix and Ofsted).
- We will constantly strive to provide high quality College facilities that are fit for purpose and accessible to all.

Enabling more people to participate in learning

- We will contribute to Swindon/Wiltshire targets to increase participation for 16-18 year olds, those progressing to higher education and to lifelong learning.

Working with employers and serving our community

- We will be responsive to employer needs and seek to tailor our provision to local, regional and national priorities.
- We will strive to work closely with the local community, to provide access to our facilities and teaching and learning - and to be a good neighbour.
- We have high standards of behaviour, punctuality and attendance that match those you expect in employment.

Respecting the environment in all that we do

- We will provide an environment that is healthy and safe.
- We will develop and deliver together environmental policies that reduce energy consumption and reduce our environmental footprint.

We want to hear from you if you feel that we have not met any of these statements. Please also tell us where we have done things right or where we could improve. If you are an employer or a learner who contracts into our service, the procedure is the same.

If, however, you are not satisfied with the service you receive:

- speak to your Tutor, or Account Manager if you are an employer
- speak to a member of staff, Manager, or Quality Manager
- inform Reception who can complete a feedback form with you

Alternatively, you may wish to direct your complaint to the Director of Customer Services and Quality using:

- the Feedback Card
- e-mail: quality@newcollege.ac.uk

The following additional information is also readily available from the College:

- College brochures for Part-Time or Full-Time Courses
- Course/subject information sheets
- Student Success and Examination Results
- Ofsted Inspection Report