



NEW COLLEGE, SWINDON  
INFORMATION, ADVICE & GUIDANCE GUIDELINES  
2009/10

## INTRODUCTION

### Who we are:

New College is a responsive Further Education College whose mission is to provide quality education, training and services which:

- \* Meet the needs of the customer.
- \* Encourage individuals to realise their full potential.
- \* Support lifelong learning.
- \* Help the community and business to prosper.

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

### What we offer:

We offer ALL students free, impartial information, advice and guidance. Friendly, professional staff provide the service and will answer your questions. Our staff are committed to ensuring your enquiries are given the highest priority. This service is designed to help you:

- \* Understand the learning opportunities available.
- \* Understand more about yourself and what you are capable of achieving.
- \* Find ways of overcoming barriers, which might obstruct your learning.
- \* Work with our trained staff to make informed decisions on what is the best route for you to take.

All information, advice and guidance given to students is considered confidential and we guarantee that any support you receive will be tailored to meet your individual requirements. Your needs are seen as central to the service we offer.

### We have free, up-to-date information on:

- \* New College courses, including S4L provision.
- \* Other Further Education providers in the local area.
- \* Learning opportunities nationally, particularly Higher Education.
- \* Tailored training opportunities for business.
- \* Student Services.
- \* Finance for study and training.
- \* Information on childcare support.
- \* Work based and open learning opportunities.
- \* Qualifications and accreditation.
- \* Mature entry to Higher Education.
- \* Financial issues.
- \* Transport to College.
- \* Local and national training opportunities.
- \* Job seeking.
- \* Health and Safety procedures.
- \* Equal Opportunities at College.
- \* The College Statement and policy regarding disability and learning difficulties.
- \* Grievance procedures.
- \* The complaints procedures
- \* Disciplinary procedures.

If we do not hold detailed information about a particular topic, we are usually able to supply phone numbers of other training providers who will be able to supply the information you are looking for.

### **What you can expect from us:**

We operate within policies, codes and procedures agreed by the Department for Education and Skills. The advice offered is impartial and negotiated to meet your best interests.

### **Our commitment to you:**

- \* We work to **matrix** quality standards and the national principles for the delivery of a coherent IAG Service.
- \* We adhere to the Guidance Council Code of Principles and the Code of Practice for the Institute of Careers Guidance.
- \* New College is committed to providing our staff with ongoing professional development.
- \* Our experienced and competent guidance staff have a wide range of relevant professional qualifications e.g. Diploma in Careers Guidance, Diploma in Counselling, and are performance reviewed against appropriate national standards to support their ongoing professional development.
- \* We will tell you about our Code of Principles in a clear and straightforward manner.
- \* A Learning Adviser is available from **nextstep** to offer independent and impartial information and advice to adults on learning and career opportunities.

### **We will:**

- \* Be courteous and helpful at all times.
- \* Wear identity badges during our information, advice and guidance work with you.
- \* Explain to you what the service can and cannot do for you.
- \* Make every effort to meet any specific needs you may have.
- \* Ensure that if you have booked an interview with us it will start on time.
- \* Book another appointment for you if you have to cancel.
- \* Respond to written requests for information within 3 working days, and to voicemail messages within 2 working days wherever possible.
- \* Tell you about our College Charter and give you a copy if you ask.
- \* Treat all personal information about you in confidence. It will only be passed on with your consent or where legally necessary (e.g. for contractual purposes). We are registered under the Data Protection Act.
- \* Tell you about any funding bodies that have an interest in the services we have provided or are available to you.
- \* Keep written records of guidance interviews to enable us to help you, and to provide evidence of our work to our funding providers.

### **What can we expect from you?**

We strive to create an atmosphere of mutual respect and professional courtesy. Therefore we ask you to:

- \* Attend your interview and/or let us know if you want to cancel.
- \* Come prepared for your interview i.e. with your C.V., or application form.
- \* Think about ideas you have already and what you want to find out.
- \* Write a list of questions you want to have answered, if necessary.
- \* Where necessary follow up the information you are given.
- \* Treat staff, other clients using the service and the facilities on offer with respect.
- \* Switch off your mobile phone whilst on the premises.

### **We will not tolerate:**

- \* Verbal abuse, racist or sexist behaviour and any other discriminatory behaviour.
- \* Offensive or foul language.
- \* The consumption of alcohol on any College campus.
- \* The use of any illegal drugs.

\* Harassment, indecent or threatening behaviour.

Unacceptable behaviour may result in you being excluded from New College

#### **Information for those who need help with using the service:**

The College has been designed to meet all needs. Ramps, some automatic doors and lifts improve access to all areas. Disabled parking is also available on the main campus, at the satellite centre and Fast Forward. A copy of these guidelines can be made available in **Braille, larger print, and audio cassette**. The College can also arrange for these guidelines to be translated into a range of languages. Every effort would be made to respond to specific language requests within 10 working days.

If you have a hearing impairment and need us to book a British Sign Language interpreter in order to use our service; please give us sufficient notice to enable us to organise this for you. It may take up to 10 working days to book an Interpreter.

Staff are familiar in the use of the '**Typetalk Service**' used by some students with a hearing impairment.

If you have any special needs we would appreciate knowing in advance so that every effort can be made to accommodate your individual requirements.

The booklet '**Information for Students with Disabilities and Learning Difficulties**' gives more detail and is available from Reception and Student Services.

Students requiring more information are advised to contact the Additional Support Co-ordinator on (01793) 732857

#### **How we can act on your behalf:**

If New College is unable to offer what you require, we will act as an advocate and wherever possible refer you to other appropriate providers. New College work in partnership with **nextstep**, the national information, advice and guidance service. We aim to ensure that the procedures adopted when referring an individual to another organisation or agency are client-centred, appropriate, transparent and adhere to the principles and policies of equality of opportunity and confidentiality, so providing the best possible service to meet each client's needs.

#### **How to contact us during college term-times:**

For information on courses telephone Admissions. This service is available during term time at the following times:

**Monday - Thursday 8.30 am - 19.30 pm**  
**Friday 8.30 am - 16.00 pm**

#### **College holiday contact times:**

The service continues during College holiday times. The Reception opens from 8.30 am - 16.30 pm (Monday to Thursday) & 8.30 am - 16.00 pm (Friday)

**Fast Forward**, our Business Services Unit, is open all year except Christmas holiday week and Bank Holidays. Our Business Development Managers have responsibility for working with employers within specific sectors to meet particular training requirements and maximise funding opportunities.

Fast Forward can be contacted daily 9.00 am - 5.00 pm, (4.30pm Fridays). The daytime telephone number is (01793) 755520. Services offered include:-

- Skills based short programmes or qualification-based long courses, delivered on or off site

- Tailored training for business, priced to meet a budget, designed to meet learning and development needs and delivered on company premises.
- In-company NVO assessment services.
- Apprenticeships for 16-24 year olds.

**Contact names and numbers:**

Telephone: (01793) 611470

Freephone: 0808 172 4445

Fax: 01793 436437

Admissions Manager email: [christine.ludlow@newcollege.ac.uk](mailto:christine.ludlow@newcollege.ac.uk)

Customer Services Manager email: [jo.baish@newcollege.ac.uk](mailto:jo.baish@newcollege.ac.uk)

Business Services Manager email: [sinclair.brown@newcollege.ac.uk](mailto:sinclair.brown@newcollege.ac.uk)

Satellite Centre Co-ordinator email: [vicky.williams@newcollege.ac.uk](mailto:vicky.williams@newcollege.ac.uk)

**Limitations of our Service:**

- \* We do not write CVs, complete job application forms, write cover letters or personal statements to Universities on your behalf. We only enable you to write them yourself and will give you the necessary support to do this.
- \* We cannot tell you which job, business or learning opportunity is the right one for you, but we can help you assess what might suit you best.
- \* We do not provide psychometric tests.
- \* We do not provide crèche facilities for your children. If you bring your children to advice and guidance interviews we shall ask you to supervise and keep them with you at all times.

Away from the main campus New College runs courses at the North Swindon Learning Centre. The chart below identifies the location of this Centre and how to find out information about courses on offer:

| Learning Centre               | Address  | Contact Number  | Times  |
|-------------------------------|--|---|--|
| New College                   | New College Drive<br>Swindon<br>SN3 1AH                  | Tel:(01793) 611470<br><b>Freephone:</b><br>0808 172 4445<br>Fax: 01793 436437 | Monday - Thursday<br>(Term Time)<br>8.30 am - 19.30 pm<br>Friday<br>8.30 am - 4.00 pm<br><br>Monday - Thursday<br>(Holiday Time)<br>8.30 am - 16.30 pm<br>Friday<br>8.30 am - 16.00 pm |
| North Swindon Learning Centre | T Block<br>Nova Hreod<br>Akers Way<br>Swindon<br>SN2 2NQ | Tel:(01793) 525554<br>Fax: 01793 525554                                       | Monday - Friday<br>9.00 am - 1.30 pm<br>Monday<br>6.00 pm - 8.30 pm<br><b>TERM TIME ONLY</b>   |
| Lucena Learning Centre        | Lucena House<br>Ramleaze Drive<br>Swindon<br>SN5 5PY     | Tel: (01793) 886219   | Monday - Thursday<br>8.30 am - 5.00 pm<br>Friday<br>8.30 am - 4.30 pm  |

For details on the facilities available at this Centres for disabled users please contact the Centre on the contact number above.

If you require directions to this Learning Centres please contact Reception at the main campus. Arrangements will be made to provide you with a map.

#### **How you can help us to improve the Service:**

##### **Compliments, comments and complaints:**

We value your opinion and consider ourselves to be a responsive college. We will take note and act upon your observations. Our policy is to continually monitor, review and improve. It is the College's intention to provide the best possible service in all aspects of your contact with us. We welcome your comments. Are you happy with what we provide and how we provide it? Please let us know so that we can continue to improve what we offer. Feedback cards are readily available in all Reception areas to give you an opportunity to tell us what you think.

Everyone can expect an open, fair and effective complaints procedure. If you are not satisfied we will make every effort to deal with your complaint fairly and quickly. Please tell us and give us a chance to put things right - we want to learn from our mistakes and so improve our services to you.

##### **Who to contact first:**

Please ask at Reception for a copy of our 'Feedback card'.

You can make a complaint to any member of staff including the Principal or the Student Services Manager. We promise your complaint will be investigated fully. You will receive an initial response within 3 working days and will receive further detail listing action taken where necessary.

If you still feel your complaint is unresolved you will need to write to the Quality Manager who acts as the College's 'Complaints Co-ordinator'.

**These guidelines were updated in October 2010**

**New College is a smoke-free zone with an active 'green policy'.**