

South Devon College

## **Guidelines for Information Advice & Guidance (IAG) Statement of Service**

### Introduction

#### **1. Who we are**

South Devon College is recognised by OFSTED as an outstanding Further Education College whose mission is 'inspiring our community through learning for all'.

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

#### **2. Our Customers**

The information, advice and guidance services provided support a wide range of customers to address their individual needs, including, but not limited to:

- Anyone aged 14+ enquiring about learning opportunities at the College
- Current students
- Parents / guardians / carers of prospective or current students
- Employers
- Other agencies

#### **3. What we offer**

We offer free, impartial, current and relevant information, advice and guidance. Friendly and professional staff deliver the service and will answer customers' questions and discuss ideas. Our staff take part in continual professional development and are committed to ensuring all enquiries are given the highest priority. The service is designed for our customers to:

- Understand the learning opportunities available
- Find ways of overcoming barriers which might obstruct learning and employment opportunities
- Understand more about individual needs, realistic and aspirational opportunities and the length of time this may take
- Understand more about specialist and/or transitional support available
- Work with trained staff to make informed decisions on what is the best route to take

All information, advice and guidance provided by this service is considered confidential, unless there is a risk to the individual concerned or others. We guarantee that any support provided will be tailored to meet individual requirements; this is central to the service we offer.

#### **4. We provide free up-to-date information and services in the following areas:**

- South Devon College courses

- Other Further Education providers in the local area
- Financial support available for study and training
- Information on childcare and support including local Nursery provision and Care to Learn
- Careers based software
- Higher Education, including UCAS and University application support, both locally and nationally
- Tailored training opportunities for businesses (via Business Advantage)
- Local and national training opportunities
- Qualifications and accreditation (what they mean and at what level)
- Job seeking, including CV support, interview training and developing employability skills
- Part time job vacancies locally as well as support for next step job hunting
- Careers South West (including National Careers Service)
- Checkpoint (including support available for accommodation, drug, alcohol and substance misuse for under 18s)
- Transport to and from College
- Apprenticeship opportunities
- Enrichment opportunities and information about the Students' Union
- Volunteering opportunities
- Equality and Diversity Policies and Statements
- The College's Disability Equality Scheme
- Accommodation List (inc support available for homelessness)
- College Counselling services
- College Nurse services
- College Behavioural Management support
- Individual Pathway provision
- Positive Intervention support
- Anti Bullying Policy (upon request)
- Safeguarding and Child Protection policies
- Moodle (College's virtual learning environment)
- LEAP (College's electronic individual learning plans)
- Feedback mechanisms for learner/client views
- College Disciplinary Procedure (upon request)
- College Complaints Procedure (upon request)

Note that this is not a complete list, but covers many of the most popular services delivered. If we do not hold detailed information about a particular topic, we are usually able to supply phone numbers or web sites of other providers who will be able to supply the information individuals are looking for.

Prior to enrolment, once an application has been received from a prospective student aged between 16-18 (on 1st September of that academic year), a personalised login and password for AppMoodle is provided. This explains every step of the journey, from enquiry to enrolment, and details the support available from the College and Helpzone services in particular.

The College has a comprehensive website ([www.southdevon.ac.uk](http://www.southdevon.ac.uk)) and once enrolled at the College students are given their own learner number, access to the college Virtual Learning Environment (MOODLE), a personalised email address and access to LEAP (electronic individual learning plan). For all current learners the LEAP is an integral part of the guidance session.

## **5. Our commitment to our customers**

- We work to nationally recognised quality standards including matrix and Investors in Careers
- South Devon College is committed to providing our staff with ongoing professional development
- Our experienced and competent guidance staff have a wide range of relevant professional experience and qualifications e.g. NVQ Level 3 and NVQ Level 4 in Information, Advice and Guidance and undertake regular professional development
- All staff hold a current Enhanced Disclosure and Barring Service (DBS) check
- All staff are trained on College Safeguarding and Child Protection procedures
- Guidance staff will provide advocacy support when requested with any college matters, eg Disciplinary and Complaints
- We will tell our customers about our Statement of Service in a clear and straightforward manner

## **6. We will**

- Be courteous and helpful at all times
- Explain to our customers what the service can and cannot do
- Make every effort to meet any specific needs our customers may have
- Strive to ensure that we will start all appointments on time
- Rebook any cancelled appointments upon request
- Where appropriate, provide an action plan, following any one to one appointment
- Respond to written requests for information and voicemails within two working days, wherever possible
- Treat all personal information about our customers in confidence. It will only be passed on with their consent or where legally necessary (e.g. for contractual purposes).
- Tell our customers about any appropriate funding opportunities that are available
- Keep written records of guidance interviews to enable us to help our customers, and to provide evidence of our work to our funding providers as well as for statistical information used to improve our services

## **7. What can we expect from our customers?**

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

- Attend any pre-arranged appointments and/or let us know prior to the appointment should we need to rebook.
- Come prepared for the appointment if possible i.e. evidence of any previous qualifications held, draft of CV or application form where appropriate
- Prepare a list of any questions they wish to have answered
- Inform the College of any specific support needs which might be a barrier to accessing the College
- Where appropriate, follow up on any actions agreed, from a one to one appointment, on the action plan
- Ask questions and clarify any points discussed during one to one guidance
- Treat staff, other clients using the service, and the facilities on offer, with respect
- Switch off mobile phones whilst in one to one appointments and adhere to the College no smoking policy

## **8. We will not tolerate**

- Verbal abuse, violence, racist or sexist behaviour and any other discriminatory behaviour whether against students or staff
- Offensive or foul language
- The consumption of alcohol on any of the Colleges premises
- The use of any illegal drugs
- Harassment, indecent or threatening behaviour

Unacceptable behaviour may result in exclusion from South Devon College

## **9. Information for those who need help with using the services**

South Devon College has been designed to meet a wide range of individual needs and has a published Single Equality Statement available upon request.

At our Paignton campus, ramps, some automatic doors and lifts improve access to all areas. The College has cafés, restaurants, a cash machine and a stationery shop. Free parking and disabled parking is available and can be booked through the College reception areas.

At our Newton Abbot campus, the ACT Guidance Centre is located in a ground floor space in the heart of the town centre with easy access to the facilities. There is a nearby parking with disabled access.

Customers are welcome to bring along a support person to any guidance appointments. The College has a comprehensive Curriculum Support Team as well as a College Nurse and Counsellor who can discuss any specific requirements.

We are committed to offering educational opportunities to a wide range of customers and to offering the advice and support necessary for people with disabilities or learning difficulties to join the courses they wish to study and to succeed on them.

Customers who have a disability are welcome to call us to discuss their individual needs. Contact details are located at the bottom of this document.

#### **10. How we can act on our customers' behalf**

If South Devon College is unable to offer what is required we will endeavour to find other appropriate providers. South Devon College work in close partnership with Careers South West and the National Careers 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 our customers' needs.

#### **11. Limitations of our service**

- We will not write CVs, complete job application forms, write covering letters or UCAS personal statements for our customers. We will, however, provide every facility to enable our customers to do this for themselves in a supportive setting
- We cannot tell our customers which job, business or learning opportunity is the right one for them, but we can help them assess what might suit them best
- We do not provide crèche facilities for children during guidance appointments. If children are in attendance during appointments we ask politely that they are supervised closely at all times

#### **12. How our customers can help us improve our services**

Let us know about any suggestions, compliments or complaints about the service. This can be done in the following ways:

- Fill out a feedback form after your Welcome Meeting / interview and post into the feedback boxes near reception
- Fill out a comment slip (available from the Helpzone and ACT) and post into the feedback boxes on the Reception desk
- Complete an online survey on the Moodle (Helpzone) page

- Contact: Jess Tucker  
Acting Helpzone Manager  
South Devon College  
Long Road  
Paignton  
TQ4 7EJ  
Work Tel: 01803 540357 Mobile: 07568130242  
Email: jtucker@southdevon.ac.uk

Everyone can expect an open, fair and effective complaints procedure. A copy of the College's complaints procedure is available on request from the Helpzone.

### 13. How to find us

Paignton Campus

Address and Contact Details:

Helpzone  
South Devon College  
Third Floor Vantage Point  
Paignton  
Devon  
TQ4 7EJ

Freephone: 08000 380123  
Fax: 01803 540541  
Website: [www.southdevon.ac.uk](http://www.southdevon.ac.uk)  
Facebook: [www.facebook.com/southdevoncollege](http://www.facebook.com/southdevoncollege)  
Twitter: [www.twitter.com/sdcollege](http://www.twitter.com/sdcollege)

Opening Hours:

Term Time  
Monday – Thursday 8.30am – 8.00pm  
Friday 8.30am – 4.30pm

Non Term Time  
Monday – Thursday 8.30am – 5.00pm  
Friday 8.30am – 4.30pm

Newton Abbot Campus

Address and Contact Details:

Apprenticeship, Careers & Training Centre  
(ACT)  
Ground Floor  
Pearl Assurance House  
Courtenay Street  
Newton Abbot

TQ12 2AD  
Tel: 01626 202613  
Fax: 01803 540541  
Website: [www.southdevon.ac.uk](http://www.southdevon.ac.uk)  
Facebook: [www.facebook.com/southdevoncollege](http://www.facebook.com/southdevoncollege)  
Twitter: [www.twitter.com/sdcollege](http://www.twitter.com/sdcollege)

Opening Hours:

Monday – Thursday 9.00am – 5.00pm  
Friday 9.00am – 4.30pm