



Information
Advice & Guidance

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' through quality education, training and services.

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

2. What we offer

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

- Understand the learning opportunities available to you
- Find ways of overcoming barriers, which might obstruct your learning and employment opportunities
- Understand more about yourself, what you are capable of achieving and the length of time this may take
- Understand more about specialist and/or transitional support available to you
- Work with our trained staff to make informed decisions on what is the best route for you to take

All information, advice and guidance provided by this service is considered confidential, unless you are at risk of putting yourself or others around you at risk. 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.

3. We have free up-to date – information on

- South Devon College courses
- Other Further Education providers in the local area (eg Options 4 Me)
- Financial support available for study and training (Financial Assistance Booklet)
- Information on childcare and support including the College Nursery, Tom Thumb
- Careers based software (eg Pathfinder)
- Mature Entry to Higher Education
- Higher Education, including UCAS and University application 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
- Connexions (locally and Connexions Direct website) & Careers South West
- Aim Higher
- **nextstep**
- Checkpoint (inc support available for drug, alcohol and substance misuse for under 18s)
- Transport to 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 Counsellor services
- College Nurse services
- College Behavioural Management support
- Anti Bullying policy
- Safeguarding and Child Protection policies
- Moodle (College's virtual learning environment)
- eILP (College's electronic individual learning plans)
- Feedback mechanisms for learner/client views
- Disciplinary procedures
- Complaints procedures

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 you are looking for.

The College has a comprehensive website (www.southdevon.ac.uk) and if you enrol at the College you will be given your own learner number, access to the college Virtual Learning Environment (MOODLE), your own email address and access to eILP (electronic individual learning plan). For all current learners the eILP is an integral part of the guidance session.

4. *Our commitment to you*

- We work to Matrix, Investors in Careers and Customer First Quality Standards
- We adhere to National IAG Standards
- 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 MA in Counselling qualifications and undertake regular professional development
- All staff hold a current Enhanced Criminal Record Bureau (CRB) check
- All staff are trained on College Safeguarding and Child Protection processes
- Guidance staff will act as support when requested with any college matters, eg Disciplinary
- Guidance staff are regularly observed against appropriate national standards to support their ongoing professional development

- We will tell you about our Statement of Service in a clear and straightforward manner
- A Personal Adviser is available from Connexions (Careers South West) to offer independent and impartial information and advice to you on welfare, learning and career opportunities. This service is available for anyone aged between 13 – 19 years old via appointment in the Helpzone
- A service is available from **nextstep** to offer independent and impartial information and advice on learning and career opportunities. This service is available for anyone who is 19 years old or more via appointment in the Helpzone
- A service is available for Training for the Unemployed (all referrals through Jobcentre Plus) via appointment
- An Advisor is available from Entry to Employment who support young people who might not currently in Education, Employment or Training

5. *We will*

- Be courteous and helpful at all times
- 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 had to cancel
- Where appropriate, provide you with an action plan, following any one to one appointment
- Respond to written requests for information within 3 working days, and to voicemail messages within 10 working days, wherever possible
- Tell you about the Learner Contract, where appropriate, and the rules that make College work for everyone
- 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 opportunities that 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 and for statistical information used to improve our services

6. *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 if possible i.e. evidence of any previous qualifications you may have, your CV or application form etc
- Think about ideas you already have 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 on your action plan
- Ask questions and clarify any points discussed that you may not be clear on
- Treat staff, other clients using the service and the facilities on offer with respect
- Switch off your mobile phone and do not smoke whilst on the premises

7. *We will not tolerate*

- Verbal abuse, violence, racist or sexist behaviour and any other discriminatory behaviour
- 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 you being excluded from South Devon College

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

South Devon College has been designed to meet all needs. 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.

Every effort will be made to respond to any specific request for a copy of these guidelines in a format that would be suitable for the applicant. If you require more information you are advised to contact South Devon College Helpzone on 08000 380123.

You are welcome to bring a support person with you to your guidance appointment. The College has a comprehensive Curriculum Support Team as well as a College Nurse and Counsellor who can discuss and specific requirements you may have.

9. *How we can act on your behalf*

If South Devon College is unable to offer what you require we will endeavour to find other appropriate providers. South Devon College work in close partnership with Connexions, Nextstep and Aim Higher. 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 your needs.

10. *Limitations of our service*

- We do not write CVs, complete job application forms, write covering letters or UCAS personal statements for you. We will, however, provide you with all the necessary support to do this for yourself
- 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 crèche facilities for your children during guidance appointments. If you do bring your children to use the service we ask politely that you supervise them closely at all times

11. How you can help us to improve our services to you – compliments, comments and complaints

We value your opinion and pride ourselves on being a responsive college. 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. On each of our Main Receptions in the Vantage Point building there are 'I'd Like To Say...' forms to give us an opportunity to tell us what you think.

There is also an Advice and Guidance Satisfaction Survey form available from the Helpzone. All feedback we gather is reviewed and informs our development.

As a learner you can contribute to the Course Representatives meetings that take place termly where a group of nominated representative participate in a feedback discussion which is chaired by our Vice Principal. All actions are minuted and acted upon. These minutes are then published on MOODLE.

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.

12. How to contact us during college term-times

For all information on courses, admissions and the Information, Advice and Guidance service phone the Helpzone on 08000 380123 or email on enquiries@southdevon.ac.uk

A comprehensive Helpzone service is available during the following times:

Monday to Thursday 8.30am – 8pm (5pm – 8pm by appointment, with a reduced service available via drop in)

Friday 8.30am - 4.30pm

13. How to contact us outside college term-times

For all information on courses, admissions and the Information, Advice and Guidance service phone the Helpzone on 08000 380123 or email on enquiries@southdevon.ac.uk

A comprehensive Helpzone service is available during the following times:

Monday to Thursday 8.30am – 5pm

Friday 8.30am - 4.30pm