Student Advice Centre
Statement of Service

Introduction

The Student Advice Centre Team aims to provide you with impartial information, advice and guidance, and assist you in overcoming any obstacles to success, achievement and progression.

The Team comprises Student Services and the Adult Admissions Team. Student Services forms part of the Runshaw College Support for Students Team, together with Study Support. The Adult Admissions Team is part of the 19+ Faculty and is managed by the Head of 19+ Marketing and Admissions.

The Student Advice Centre Team’s objectives are to provide you with:

- current, accurate and quality assured information which is inclusive
- an impartial and objective service
- appropriate options and resources for you to explore and use to make your own decisions
- appropriate signposting and referral to other agencies or organisations
- opportunities for you to give feedback on the service to inform improvements

You are encouraged to disclose any additional support needs you may have in order for us to ensure they are appropriately addressed.

What is on offer?

A co-ordinated service including:

- **Information/Signposting**
  The Student Advice Centre Team will assist you in finding the information you need and the support you require. We offer an appointment booking facility if you require an interview with one of our Student Advisers, Careers Advisers or Admissions Interviewers.

  Staff are trained to direct you to the most appropriate source of information and/or to make appointments with Student Services Advisers, Careers Advisers or Admissions Interviewers.
• **Course Information & Admissions**

We provide information and advice on courses at Runshaw College and aim to help you find the right course for you.

We provide a dedicated telephone line for course information, enrolment and payment. Queries can also be emailed to the following email addresses:

justask@runshaw.ac.uk
ucr@runshaw.ac.uk

If you do not need to attend a course interview or to show evidence of fee remission at enrolment, you may call our telephone hotline (01772 642040) to enrol and pay for your course.

(If you are paying for your course by instalments you will need to enrol in person)

Interviews are required for some part-time and university courses, and for all full-time courses. They are also available if you are unsure of which course to choose. You may need to undertake a short diagnostic assessment during your interview, which will be discussed with you either prior to, or at interview. Interviews are supportive and designed to help you explore your options further. Often this concludes the process but you may be offered a second interview, a careers interview or be referred for specialist guidance.

An evening Admissions Interview Service is available on request

Course information is available via our Course Guides, on the Runshaw College website ([www.runshaw.ac.uk](http://www.runshaw.ac.uk)), on the UCAS website ([www.ucas.com](http://www.ucas.com)) and on request from Course Enquiries and the Student Advice Centre.

• **Career Planning**

The following is available:

- Careers information, advice and guidance
- Career resources inc books, information leaflets and a range of factsheets
- Information on a range of research tools to assist in career planning including useful websites and online career packages
- Higher Education – assistance with research, choices, UCAS application and Track, interviews, financial matters, gap year planning, UCAS Extra and Clearing
- Job search and employability - assistance in finding job vacancies and in developing skills such as CV writing, letters of application and interviews techniques (both on a 1:1 basis and through group work sessions)
- Referral to appropriate agencies such as the National Careers Service and specific training providers
• **Financial Help & Advice**

The following is available:

- Loans and grants for further education students in hardship or requiring support with childcare, equipment or travel.
- Liaison with the University of Central Lancashire (UCLan) and Student Finance England for students applying for, or on, higher education programmes.
- Referral to benefit, welfare rights, accommodation, youth and other agencies where appropriate.
- Budgeting and general financial advice.

• **Counselling**

We offer a full range of counselling services on either an individual or group basis to help with any personal difficulties you may have, eg exam stress, relationships and bereavement. The counselling service provides the opportunity to talk in confidence with someone who is impartial and separate from College, social and family life.

The Counselling Service is fully accredited by The British Association for Counselling & Psychotherapy (BACP).

Referrals may be made to appropriate agencies outside College who may be able to help, and with whom we maintain strong links.

• **Plus much more…**

- Chaplaincy
- Enrichment
- Volunteering
- Support with arranging transport to college
- Help with finding appropriate childcare providers
- Work Experience
- Safeguarding

**Contact Details**

**Runshaw College**
Student Advice Centre
Euxton Lane
Chorley
PR7 6AQ

Tel: 01772 643020
Fax: 01257 270748

Email:  xlcstudentadvisor@runshaw.ac.uk
Room ZX003 (located off Main Reception)

The service is available Monday – Friday 9am – 5pm. Outside of these times please contact us via email.

In addition, there is a hotline telephone available in Main Reception if you need to contact Student Services at the Langdale Road, Leyland site.

What can you expect from us?

- All staff working in Student Services have relevant national standard qualifications and/or experience for their role.
- We operate in accordance with the Careers Development Institute (CDI) Code of Ethics (available on request).
- We operate a referral service if another organisation is more appropriate to the user’s needs.
- We regularly update our resources to maintain currency of information.
- We promote equality and diversity.
- We operate within the Data Protection Act and other relevant legislation.
- We endeavour to provide a high quality service which is accredited to the national matrix quality standard.
- We will uphold the dignity, respect and morale of students, recognising and celebrating any prior achievement and experience.

Staff

- All staff acting in a Careers Guidance capacity are trained to NVQ Level 4 in Careers Guidance or the equivalent.
- All other staff hold appropriate qualifications.
- All staff are subject to the College’s Development and Performance Management Review to ensure they are achieving agreed goals and objectives in line with the departmental and overall College strategy.

What we expect from you

- We expect all users of our service to treat our staff with respect and courtesy.
- We expect all users to keep appointments and arrive promptly. If you are unable to attend please inform us as early as possible.
- We expect all users to abide by Runshaw Respect (outlined within the Student Diary/FYI – For Your Information Z card) which is part of the Student Charter (available on Moodle).
- We would like you to tell us when we get it right or if we get it wrong. Let us know if you have had any difficulty or if you have any suggestions for the improvement of our services.
- Students must adhere to the Runshaw College Dress Code (which may be discussed at interview), and is outlined on the College website (Home – College Policies – Admissions Policy) and in the Student Diary/FYI Z card.

### Service limitations

- Our service is offered **free of charge** to all Runshaw students and prospective students including adults from the local area requiring information, advice and guidance.
- Whilst we endeavour to provide a full service at all opening times at all sites, it may be that staffing constraints occasionally dictate a short-term limited service at one site.

### How you can help us improve the service

#### Comments & Compliments

- We welcome feedback from our users. All feedback is viewed positively and will be used to help improve the service.
- If a user has any comments about the service we offer we will deal with them promptly and courteously.
- Feedback is obtained by completion of the Evaluation Forms/Comments Forms, which are collected in the post boxes on each site (this is located in the Main Reception at the Euxton Lane site)
- Assistance in completing the Evaluation/Comments Forms is available on request.
- All feedback, whether positive or negative, will be brought to our Continuous Improvement Team meetings and, if valid, will be acted upon within the constraints of resources.

#### Complaints

- There is a College Complaints Procedure, which is available on request.
- Complaints about any aspect of College life are routed through the Student Services Manager.
- Complainants may request a Complaints Form from the Student Advice Centre.
- These forms are submitted to the Head of Student Services who passes the complaint onto the most appropriate person.
- The Head of Student Services undertakes to inform the complainant regarding the progress of the complaint within 7-10 days.
- Legitimate complaints about the Student Advice Centre Team will be dealt with promptly via Continuous Improvement Team meetings, staff development or disciplinary action if appropriate.
- Unresolved complaints regarding Information, Advice and Guidance Services may be referred to the Career Development Institute (CDI)
Summary Statement

- Information on what Student Services has to offer is also provided through presentations, personal tutor sessions, promotional literature (available from Main Reception), Moodle, display screens and the Student Bulletin
- The summary is available in different formats upon request

Where can you see this statement?

- A copy of the Summary Statement is clearly displayed in the Student Advice Centre.
- Copies are available from reception at all sites.
- Information is provided to new students initially through the Student Diary/Z cards
- All clients are given a summary or explanation of the Statement of Service before undertaking interviews.

Review

The Statement of Service will be reviewed annually.

Third Party Statement

- Where information regarding a client is shared with a Third Party, this information is released only with the clients' full agreement – except in cases of safeguarding.
- From time to time some of our services are audited by external organisations such as Ofsted, Matrix, BACP, QAA and Investors in People
- Complete confidentiality is maintained throughout all stages of audits.