

Statement of Service

Student Services

INTRODUCTION

Student Services supports students in their studies and assists them in overcoming any obstacles to success, achievement and progression. Student Services forms part of the Runshaw College Support for Students team, together with Study Support.

The objective is to ensure prospective and current students:

- Receive up to date wide ranging information and have the opportunity to explore the options available.
- Receive impartial advice and are able to make informed decisions.
- Receive individual guidance.
- Have any support needs identified and are offered any appropriate support.

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

WHAT SERVICES DO WE PROVIDE?

CAREER PLANNING

- Impartial careers information, advice and guidance (formal appointments and drop in for quick queries).
- Career resources including access to careers software, careers library and range of Student Services factsheets.
- Higher Education – assistance with choices, support with using the online UCAS application system - Apply, personal statements, university interviews, financial support, UCAS Extra and Clearing.
- Job search and employability - assistance in finding full-time /part-time job vacancies inc all levels of apprenticeship opportunities and in developing skills such as CV writing, letters of application and interview preparation, including mock interview for universities and employment/apprenticeships..
- Gap Year – a range of resources are available to assist you with planning a year out.
- Referral to other organisations including training providers, colleges, schemes/programmes with other organisations eg The Prince's Trust.

FINANCIAL HELP & ADVICE

- 16-19 Bursary Fund/Free College Meals – advice and assistance is available to students and their parents/ carers in relation to the application process. Payments are processed within college to meet national guidelines. Help is also available to apply for external sources of funding.

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- A discretionary Learner Support Fund is available to further education students (19+) who may be experiencing financial difficulties or needing help with childcare costs. Help is available to apply for internal and external sources of funding.
- An Advanced Learner Loan Bursary is available to help students who have taken out the Advanced Learner Loan and need financial help towards their childcare or transport costs, or require learning support due to a learning difficulty or disability.
- Higher Education Funding – advice and assistance is available to students and their parents/carers in relation to applying for university funding.
- 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.
- Help with budgeting and general financial advice.

COUNSELLING

- We offer a full range of counselling services on either an individual or group basis to help with a range of personal difficulties eg exam stress, relationships and bereavement. The counselling service provides students with the opportunity to talk, in confidence, with someone who is impartial and separate from college, social and family life. The service is fully accredited by The British Association for Counselling and Psychotherapy.
- Referrals may be made to appropriate agencies outside college who may be able to help and with whom we maintain strong links.

ENRICHMENT PROGRAMME

- The enrichment programme provides excellent opportunities to develop interests, extend skills, try new pursuits and enjoy a range of leisure, recreational and intellectual activities.
- We have over fifty enrichment activities on offer, ranging from Duke of Edinburgh to the choir and First Aid to archery – there is something for everyone!
- The overall aim is to broaden the curriculum/student experience enhance CVs, make new friends and have fun!

WORK PLACEMENT TEAM

- Work placement is essential in helping you gain vital knowledge and skills that can only be provided in a working environment. At Runshaw we are committed to providing students with the best education and training experiences available and so actively aim to support students in finding suitable placements with employers in a wide variety of industries.
- The duration of placements can range from 1 day per week, 1-2 week blocks or for a minimum of 45 days for Industry placements in readiness for the new Technical Level qualifications to be introduced in 2021.
- Students who may be working/volunteering with children or vulnerable adults will be required to complete a DBS application but will have full support from the Work Placement Team to do so. All DBS applications are checked and processed by the Work Placement Team.

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VOLUNTEERING

- There are a wide range of exciting and worthwhile volunteering opportunities for you to get involved with both in college and the wider community. So, whatever your interests or how much time you have to give, you can enjoy the experience of helping others whilst gaining life skills, work experience, self confidence and making new friends.
- Students who are volunteering can apply to work towards the nationally recognised volunteering awards – V10, V30, V50 and V100.

SAFEGUARDING

- Runshaw College is committed to safeguarding and promoting the welfare of young people and vulnerable adults. Within Student Services we have a dedicated Safeguarding team. If you have concerns about your wellbeing, safety or rights then you should speak to our Safeguarding Team or your teacher/Pastoral Mentor.
- Alternatively you could call the Safeguarding Helpline on 01772 644377 (Monday – Friday 8-30am – 4-30pm).

STUDENT COMMUNICATION

- All students are provided with wide ranging information on all aspects of college life through the Student Bulletin, The Voice (the Runshaw radio station), plasma screens, emails, text messages and social media.

CONTACT AND LOCATION DETAILS

Langdale Road Campus

Langdale Road, Leyland, Lancashire, PR25 3DQ

Tel: 01772 622677 ext 2135

Email: studentservices@runshaw.ac.uk

Room M301

(opposite the Programme Office)

Opening Times

Monday	8-30am – 5pm
Tuesday	8-30am – 5pm
Wednesday	8-30am – 5pm
Thursday	8-30am – 5pm
Friday	8-30am – 5pm

Chorley Campus

Euxton Lane, Euxton, Chorley, Lancashire, PR7 6AQ

Tel: 01772 643020 (Student Services Desk)

Email: studentservices@runshaw.ac.uk

Room Z003

(Programme Office – off Main Reception)

Opening Times

Monday	9am – 4pm
Tuesday	9am – 5pm
Wednesday	Closed
Thursday	Closed
Friday	9am – 2-30pm

When the Student Adviser is not available, you will be offered the opportunity to contact the team at the Langdale Road Campus by phone or email.

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WHAT CAN YOU EXPECT FROM US?

All staff working in Student Services are competent, experienced and professionally qualified.

The careers team operate in accordance with the Careers Development Institute Code of Ethics (available on request).

- We operate a referral service if another organisation is more appropriate to your 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 undertake to treat you equally, fairly and politely.
- If we cannot provide an immediate response to a specific query we will undertake to find appropriate information within 5 working days.
- The service is accredited to the national Matrix Quality Standard for Information, Advice and Guidance.
- We will uphold the dignity, respect and morale of students, recognising and celebrating any prior achievement and experience.

STAFF

- All staff acting in a Guidance capacity are trained or working towards NVQ Level 6 in Guidance or an equivalent qualification.
- 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 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 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.

LIMITATIONS OF SERVICE

- Our service is available to all Runshaw students studying at either college campus.
- Whilst we endeavour to provide a full service during the opening times at both the Langdale Road and Chorley sites, it may be that staffing constraints occasionally dictate a short-term limited service at one of the sites.

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HOW YOU CAN HELP US IMPROVE THE SERVICE

Comments and Compliments

- We welcome feedback from all service users. All feedback is viewed positively and will be used to help improve the service.
- If you have any comments about the service we offer we will deal with them promptly and courteously.
- Feedback for careers appointments is obtained through the completion of a brief online evaluation questionnaire, which is emailed to all students who have attended an appointment.
- 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 Student Services at any site.
- 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 Student Services 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.

SUMMARY STATEMENT

- Information on what Student Services has to offer is also provided through presentations and workshops, personal tutor sessions, promotional literature, Moodle, display screens, information stands, the Student Bulletin, social media and Staff Update.
- This information is available in different formats upon request.

WHERE CAN YOU FIND THIS STATEMENT?

- The Statement of Service and the Student Services – Meet the Team leaflet is available in Student Services at both campuses and is also displayed on the college website.
- Information is provided to new students initially through the Runshaw College diary.
- You will be given a summary explanation of the Statement of Service before undertaking 1:1 interviews.

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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 client's 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 the quality audits.