



Advice Centre Statement of Service

REF NO. INF-LSS-018

Approved by Senior Leadership Team (SLT)

Strategy/Policy Responsibility: Senior Leadership Team (SLT)	
Date approved	October 2015
Review date	June 2022
Next review date	June 2023



ADVICE CENTRE STATEMENT OF SERVICE

Sutton College, as the leading provider of Adult Education in the London Borough of Sutton, is fully committed to a client-centred, impartial and confidential information, advice and guidance for learning and work. This service is particularly suited to those seeking entry to learning and work, progression to further study/access to Higher Education, a change of direction, new employment opportunities or facing redundancy.

Sutton College delivers adult Information Advice and Guidance and is accredited to Matrix Quality Standards.

As a core service at Sutton College the Advice Centre staff support clients demonstrating the PRIDE values.

Sutton College offers a range of quality IAG services in response to varying client needs. Resources include: Use of PC with internet access, online digital resources, copies of local/regional prospectuses for colleges/universities and other training providers. Details of all courses are listed on the website www.suttoncollege.ac.uk. We provide:

- ◆ Information, advice and in-depth guidance from helpful competent and experienced staff.
- ◆ Contact by telephone, website, drop-in, email and initial enquiry form.
- ◆ Centrally located drop-in centre which is fully accessible to people with disabilities.
- ◆ Bookable in-depth advice and guidance sessions for more detailed discussion, CV, job applications and action planning with qualified staff (Charge of £25.00 for CV writing).
- ◆ Specialist pre-course approval sessions for Skills for Life English, maths, Dyslexia and English language assessments for speakers of other languages.
- ◆ Course approval sessions for all other subjects with any form of accreditation
- ◆ Links with community organisations and partnership agencies.

How to contact Sutton College:

- ◆ The Advice Centre at Sutton is open 4 days a week – bookable appointments Monday, Tuesday and Friday and drop-in sessions on Thursday 09.30-12.30 all year round.
- ◆ Sutton College's Customer Service Advisers in our centres will deal with initial enquiries. All clients to register their interest by completing an "Advice Centre enquiry form" and or make an appointment. Appointments can be face to face, on the telephone or via an online meeting.

Sutton College - Advice Centre

St. Nicholas Way
Sutton
Surrey SM1 1EA
Tel: 020 8289 4700

Sutton College – Sutton Centre

St. Nicholas Way
Sutton
Surrey SM1 1EA
Tel: 020 8289 4700
Reception : 020 8405 7053

Email: advice@suttoncollege.ac.uk



What you can expect from us:

- ◆ Service delivery is in line with the College's Mission Statement, and Matrix Quality Standards.
- ◆ Your personal details and information will remain confidential.
- ◆ The service offered is impartial and the centre has no commercial links at present.
- ◆ A range of information is made available throughout the year.
- ◆ In-depth careers advice/guidance sessions are available and should be booked in advance.
- ◆ A response to your enquiry within 5 working days.
- ◆ Qualified, experienced and competent staff at each level of service offered.
- ◆ A commitment to continuous improvement with an annual review by the College's senior management team and provider performance reviews by contract managers.
- ◆ An opportunity for you to comment and feedback ideas to inform the review process.

What we can expect from you:

- ◆ You should keep your appointment where ever possible. If you are unable to attend please telephone or email the Advice Centre to make alternative arrangements.
- ◆ It is the responsibility of parents to supervise their children in the centre at all times.

How Sutton College can act on your behalf:

- ◆ Facilitate enquiries and make appointments for you
- ◆ Signpost and refer you to other organisations
- ◆ Prospectuses and information from other organisations may be requested
- ◆ Specialist support from curriculum staff

The limitations of Sutton College's Advice Centre service:

- ◆ Information, advice and guidance is related to education, training and work.
- ◆ If Sutton College is not able to help you directly by providing the information you require, you will be signposted to appropriate agencies.
- ◆ The Advice Centre is not able to provide a word processing service for your CV, however clients can use the IT facilities by visiting the i-Click Centre at Sutton. Please make an appointment as opening times may vary. There is a charge for photocopying.

How you can help us improve Sutton College's service:

- ◆ Verbal comments and suggestions are valued and welcomed.
- ◆ Written evaluation and project feedback will be sought from time to time.
- ◆ A compliments and complaints procedure is in place at Sutton College through "Your Voice" Leaflets are available from all of the centres and by email at yourvoice@suttoncollege.ac.uk and Advice Centre Customer Service feedback forms available from Sutton Centre. Customers and clients can also feedback via the Sutton College website www.suttoncollege.ac.uk



- ◆ The College will acknowledge any complaint about the Advice Centre service within 5 working days followed by a formal response within 10 working days. Any unresolved issues will be referred to the Principal and Sutton College's Governing Body.

Copies of this statement of service are available on request.