

Advice Centre Statement of Service

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Approved by Senior Leadership Team (SLT)

Strategy/Policy Responsibility: Senior Leadership Team (SLT)	
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SUTTON COLLEGE ADULT EDUCATION | LONDON BOROUGH OF SUTTON



ADVICE CENTRE STATEMENT OF SERVICE

Sutton College, as the leading provider of Adult Education in the London Borough of Sutton.

We offer a client-centered, impartial and confidential information, advice and guidance service. This service is particularly suited to those seeking entry to learning and work, progression to further study or access to higher education and those seeking a change of direction, new employment opportunities or facing redundancy.

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

Sutton College aims to offer a range of quality IAG services in response to a diverse range of client needs. Resources include; use of PC with internet access, online digital resources, access to local and regional prospectuses for colleges and universities as well as other training providers.

Details of all Sutton College courses are listed on the college website www.suttoncollege.ac.uk.

We provide

- Information, advice guidance from helpful competent and experienced staff.
- Contact by telephone, website, drop-in, email and face to face.
- Centrally located drop-in centre that is fully accessible to people with disabilities.
- Bookable advice and guidance sessions for more detailed discussion, CV, job applications and action planning with qualified staff
- Accessible appointments; disabled access, face to face, telephone, and online.
- Specialist pre-course approval sessions for Skills for Life English, math, 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 partner agencies.

How to contact Sutton College IAG Service

- Sutton College's Customer Service Advisers will deal with initial enquiries. All clients can book their one to one appointment via the College website or by using the QR code . You can also arrange an appointment in person at the College or contacting by phone or emailing advice@suttoncollege.ac.uk
See www.suttoncollege.ac.uk/college/advice-centre

Sutton College

St. Nicholas Way
Sutton
Surrey SM1 1EA





Tel: 020 8289 4700

What you can expect from us:

- High quality service delivery in line with the College's Mission, and Matrix Quality Standards.
- A confidential service.
- An impartial service. The college has no commercial links at present.
- A range of information accessible throughout the year.
- In-depth careers advice and guidance sessions that can 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 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 we can act on your behalf:

- Facilitate enquiries and make appointments for you
- Signpost and refer you to other relevant and appropriate organisations
- Provide you with prospectuses and information from other organisations as requested depending on availability
- Specialist support from curriculum staff where necessary

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 other appropriate agencies.
- The Advice Centre is not able to provide a word processing service for your CV writing, however clients can use the IT facilities, which must be booked in advance.



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 at the centre and by email at yourvoice@suttoncollege.ac.uk and Advice Centre Customer Service feedback forms are also available. 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.