



# Advice Centre Statement of Service

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REF NO. INF-LSS-018

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Approved by Senior Leadership Team (SLT)

**Strategy/Policy Responsibility:** Head of Enrolment & Customer Services

**Date approved:** October 2015

**Review date:** January 2025

**Next review date:** January 2026



## ADVICE CENTRE STATEMENT OF SERVICE

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

Our policy is to provide a client-focused, impartial, and confidential service for information, advice, and guidance. This service is tailored to individuals who are employed and seeking career progression, exploring entry into education, advancing to further study or higher education, transitioning to a new career path, pursuing new employment opportunities, or navigating redundancy.

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

### What We Offer:

- **Impartial Information and Advice:** Access to up-to-date information on courses, training, and employment opportunities to help you make informed choices.
- **Career Guidance:** Personalised support to explore career options, set goals, and develop a plan to achieve them.
- **Support with Progression:** Assistance with accessing further education, higher education, or training programs to help you advance in your chosen path.
- **Help with Transitions:** Guidance for those seeking a change in career, new employment opportunities, or navigating redundancy.
- **Tailored Services:** Advice specific to your individual circumstances, including CV writing, interview preparation, and job search strategies.

### Our Commitment to You:

- **Confidentiality:** All discussions are treated with respect and discretion.
- **Impartiality:** Our advice is unbiased and focused on your best interests.
- **Accessibility:** Services are available to all adults, regardless of background or circumstances.
- **Quality:** Delivered by trained professionals who are committed to your success. Delivered in line with the College's Mission Statement, British Values and Matrix Quality Standards.
- **Improvement:** A commitment to continuous improvement with an annual review by the College's senior management team.

- **Feedback:** An opportunity for you to comment and feedback ideas to inform the review process.
- **Complaints:** 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 Board.

#### **What we expect from you:**

- Please make every effort to attend your scheduled appointment. If you are unable to do so, contact the Advice Centre by phone or email to reschedule.
- Parents are responsible for supervising their children at all times while in the centre.

#### **How we can act on your behalf:**

- Facilitate enquiries and make appointments for you.
- Signpost and refer you to other relevant and appropriate organisations.
- 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.

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

- You will be asked to complete a feedback form as part of your action plan.
- You will be contacted periodically following your appointment to monitor the impact of the advice you received.
- 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](mailto: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](http://www.suttoncollege.ac.uk).

## How to Access our Service:

You can access our service by booking an appointment, visiting our centre or contacting us online. We are here to support you at every step of your journey.

You can use the links below: [advice@suttoncollege.ac.uk](mailto:advice@suttoncollege.ac.uk)

[www.suttoncollege.ac.uk/college/advice-centre](http://www.suttoncollege.ac.uk/college/advice-centre)

### **Sutton College**

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Copies of this statement of service are available on request.