

Bedford College Enquiries and Guidance Service

Statement of Service

Aim of the Service

It is the aim of Bedford College's Enquiries and Guidance team to provide a high quality service which guides students successfully through the admissions process and enables them to choose the right course.

How can we help?

The Enquiries and Guidance Service at Bedford College offers:

- information on the full range of courses at Bedford College as well as opportunities elsewhere
- advice on choosing the course which is best for you
- information on what the courses involve including how to apply, course content, entry requirements and assessment
- information about what you could do at the end of your course
- information about the financial implications of your choice of course, including fees and other costs, and the support which might be available
- the opportunity to be referred for a guidance interview with a careers adviser
- information on, and access to, a range of specialist student support services, including childcare.

Who can use the service?

The service is open to anyone considering studying at Bedford College or wanting to find out about the options available.

How can you contact the service?

You can contact the service by:

- calling in to our Cauldwell Street
- telephoning 01234 291000 e-mailing us on info@bedford.ac.uk

Enquiries can be dealt with by an Enquiries and Guidance Adviser, without an appointment, between the following times:

Monday – Thursday	8.30 am – 5.00 pm
Friday	8.30 am – 4.30 pm

Other times may be available by arrangement. Please ring to check.

For a more in-depth discussion about your next steps in learning and work you can make an appointment with a careers adviser by ringing the Student Services Helpdesk on 01234 291934.

What can you expect from us?

We will:

- provide a friendly, courteous, free service
- give information, advice and guidance that is impartial and in your best interest
- respond to your initial enquiry within 1 working day
- send out information within 3 working days
- seek to ensure that you are provided with equality of opportunity, treatment and respect
- offer you a private interview room should you wish to discuss matters of a confidential nature, and operate in accordance with our confidentiality policy
- contact you as soon as possible in the event of our having to cancel your appointment due to staff illness, and offer you an alternative appointment within 5 working days.

Bedford College is committed to the advancement and promotion of equality and diversity. We aim to provide a learning and working environment which values individuals equally.

It is our duty and obligation under the Equality Act 2010 to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The College does not disadvantage individuals by discriminating on any grounds, particularly - Disability, Age, Race, Gender (Sex), Religion and Belief, Sexual orientation, Gender reassignment, Pregnancy & Maternity and Marriage and Civil Partnership (not applicable to Education).

Your needs will be dealt with in accordance with our policies on equality and diversity, and any information, advice or guidance we provide will not be influenced by your background or situation.

Copies of our equality and diversity, confidentiality and other policies are available on request or from our website at www.bedford.ac.uk.

What do we expect from you?

In turn, we would ask that you treat staff and other users of the service with respect. If you have made an appointment and are unable to attend please let us know.

What happens next?

If you decide that you are interested in following a course at Bedford College, we will arrange for you to have an interview with a course tutor or to enrol, as appropriate.

We also have contacts with a number of external organisations, including other learning providers, and can refer you to them if you decide that college is not for you, or if they can help you better than we can.

Our Quality Commitment

The service regularly obtains feedback from its clients and you may be asked to complete a brief questionnaire or respond to a telephone survey. This information is used to help us improve the service we offer.

The college also has a complaints procedure. If you are unhappy with any aspect of the service we have provided, please contact the Student Services Help Desk on 01234 291934. If we are unable to resolve the problem informally, we will advise you how to register a formal complaint, which will then be brought to the attention of the appropriate manager.

The service is Matrix accredited, to ensure that high standards of information, advice and guidance are maintained.

Our Enquiries and Guidance staff are experienced, and/or hold, or are working towards, appropriate qualifications in guidance or customer service.

How can the service help people with particular needs?

The service is accessible for wheelchair users and we can arrange for a BSL interpreter to be available at your guidance interview if necessary. Please let us know beforehand if you have any special requirements – we will make every effort to meet them.

If you think you may need extra help to complete your course, we will also arrange for you to speak to our Additional Support Adviser. The college has a disability policy which outlines the range of support available. It is available on our website.

Information about the college, including this leaflet, is available in large print format.

Supporting documentation

This Statement of Service is supported by the following documents, all of which are available on request:

- Admissions Policy
- Complaints Procedure
- Equality and Diversity Policy
- Confidentiality Policy

Updated April 2016