

Student Information Centre

STATEMENT OF SERVICE 2011 – 2012

Aims:

- To provide a welcoming and accessible centre for visitors and prospective students which adheres to the National IAG Board principles and the Matrix quality standard.
- To provide students and visitors with the necessary information, advice and guidance and support to enable them to achieve their course aims and to progress.

Objectives:

- To provide a range of free, confidential and impartial information about Canterbury College and other education providers and agencies.
- To improve student recruitment, retention and achievement by providing advice about sources of finance and pre-course and on-course advice.
- To improve progression by the provision of progression advice and advice in regard to access to Higher Education.
- To provide services to support the wellbeing of students by creating an effective learning environment.
- To obtain and act on feedback from students and staff.
- To work in accordance with the National IAG Board Principles and the Matrix Standard.

Quality Standards

The Student Information Centre (SIC) aims to provide the most up-to-date and accurate information, advice, guidance, about courses, student funding, and personal support.

- The SIC has been awarded the Matrix quality standard for information, advice and guidance.
- Feedback is requested to help improve services throughout the year.
- All comments and suggestions are welcome.

Canterbury College Student Information Centre is committed to helping individuals achieve their full potential and will seek to provide services, which are accessible to all clients, whatever their background, gender, race, religion, stage of development, ability, disability or sexual orientation.

Student Information Centre Services for Staff and Students

ALG (Adult Learning Grant)

Weekly payment for students 19+ studying a Level 2 or Level 3 course for the first time. You can now no longer apply for ALG. Instead, from September 2011, you can apply for Discretionary Learner Support.

Appeals

The SIC keeps a range of appeals packs for you

Application Forms

Staff are able to help students with completion of application forms

Care Leavers

Canterbury College has designated members of staff who support young people leaving care who enter FE and progress to HE. 01227 812060/01227 811262

Connexions Guidance Adviser (Careers)

A Connexions Guidance Adviser, is available to provide Careers and Progression advice for young people from 16- 19 yrs. Julian is based in the Student Information Centre every Wednesday morning for booked appointments or drop-in sessions in the LRC from 12pm – 1.30pm

Connexions Health Personal Adviser

Confidential advice and support for students about sexual health, relationships, drug and alcohol issues or emotional wellbeing is available in the Student Information Centre Tuesday and Thursday 12-2 during term time

Personal Adviser (Welfare)

Kay O'Connell is a Personal Adviser available to work with young people who require support for personal issues. Kay is based predominantly in the Student Information Centre but will also provide a service to Sheppey. 01227 812060

Course Information, Advice and Guidance Team

Offer information, advice and guidance on courses at this College and other Colleges. Progression, UCAS and H.E information, advice and guidance are also available. 01227 811188

Disability Adviser

The College's Disability Adviser can offer information and advice for disabled students on any aspect of support for your learning. The Disability Adviser is based at the Student Information Centre. 01227 811108

EMA (Educational Maintenance Allowance)

This is a weekly payment for eligible students. Contact the Student Funding team. EMA is no longer available to new applicants. Students who applied in the 2009/2010 academic year will continue to get the full £30. Those currently in their first year of study will get £20 each week until the end of the 2011/2012 academic year. In the new 2011/2012 academic year the EMA scheme will cease completely in England.

Individual Guidance

One to one advice and guidance sessions with a qualified adviser can be arranged

Learner Support Fund Team

Help for students who are on a Means Tested Benefit or low income with Travel, Childcare, Levies and Equipment costs. Contact the Student Funding team 01227 811157

NEETS Learning Mentor (16 – 18)

Available for extra support for students who may be considering withdrawing from a course. Contact Sarah Kendrick-White 01227 811111 x2028

Next Step One to one sessions with a Next Step guidance adviser are available for anyone 19+. Contact Juliet Morris. 01227 811245

Resources

The SIC stocks a wide range of resources: Welfare, Careers, HE, Every Learner Matters, Sexual Health, Progression Self Help Guides, support networks and an international qualifications equivalent resource.

Talks & Tours

Staff in the SIC are able to offer a range of talks / workshops including: UCAS, Anti Bullying, Money Management, Gap Year, Interviewing Skills, CV writing. Tours of the college are available to prospective students. For more information contact Juliet Morris or Mel Francis-Jones. 01227 811245/811228

UCAS

Advice and training for tutors and students on the application process, including Personal Statements and financial support for HE.

Staff Competence

All Guidance Interviews are conducted by staff with relevant Level 3, or above, qualifications. Every service offered in the Student Information Centre is free of charge, impartial, confidential and open to everyone.

Course Information, Advice and Guidance

Information:

- Accommodation contacts
- Adult and Community courses
- Awards for Further and Higher Education
- Career advice
- Careers computer aided guidance
- College Tours
- Courses in the Young Peoples College
- Course Information
- Disability support
- Higher Education
- How to apply and enrol to become a student
- Labour market trends
- Parent /Carers Guide
- Personal statements
- Progression route advice
- Progression Self Help guides
- Referral to other service providers
- Resources/reference materials
- Services and access for students with additional learning needs
- Skills Accounts
- Work Based Learning and Modern Apprenticeship courses
- Outreach activities

Advice:

Advice is available to students regarding the above services

Guidance:

- Initial guidance helps applicants find out what they really want to do and explore all reasonable options.

- Guidance is offered to those who want to look at their 'next step forward' building on their strengths and abilities.
- Guidance is offered to students who have a change in circumstances which may affect the educational or vocational goals.
- Progression guidance is offered to help plan for the future.
- Referral to specialists is available for those who need more 'in-depth' guidance.
- Guidance on Higher Education courses offered at Canterbury College and nationally
- Loans, grants and bursaries
- UCAS application process
- Prospectuses available for local Higher Education Institutions
- Computers software to assist in your research
- Progression support is available from the College's IAG Team

The IAG team, based in the Student Information Centre, can offer advice and support regarding HE matters.

Safeguarding and Child Protection

Kay O'Connell is the member of college's staff with responsibility for child protection and can be referred to for:

- A decision whether a case should be classed as Child Protection
- Telephone consultations with a social worker
- Making appropriate referral
- Advice and guidance with issues related to Child Protection
- Listening to and supporting people with Child Protection issues
- Taking on individual cases, including case conference and review meetings as appropriate

Contact Richard Dean or Juliet Morris for issues around Safeguarding 01227 811262/01227 811245

All services in the centre are linked. All teams meet regularly to share information and best practice. Centre staff will liaise with each other, using appropriate guidelines, for the benefit of individual students and the college in general. Transitions between services and to external referral agencies will be supported

LIMITATIONS

The services offered by the Student Information Centre have limitations, e.g.

- Support is restricted by specific criteria for Learner Support Funding and panel decisions controlling the availability of funds
- Services are limited by funding and resources however, referral is available to many specialists including Counsellors, HE experts, and Careers Advisers.
- Services are limited by time and staffing constraints.
- Advisers are not able to make decisions for clients and can only advise on the basis of information supplied by clients

WHO CAN USE THE INFORMATION CENTRE?

YOU CAN!

- Before enrolling as a student
- As a student
- Before you leave
- After you leave
- If you are a member of Staff

Links

- Services and links at the University of Kent at Canterbury
- Links with University College for the Creative Arts
- Links with Canterbury Christ Church University
- Links with Kent Adult Education Service
- Links with Kent Guidance Council
- Links with Kent Association of Student Advisers
- Connexions
- Next Step
- KAFEC
- Links with external support agencies

Access

The Student Information Centre is a drop-in information and advice centre.

- The team is here to help you
- If customers require additional support, such as:
 - ◊ a signer
 - ◊ information in larger print or Braille
 - ◊ additional languages

These can be arranged with advance notice.

A summary of this Statement of Service is available from the Student Information Centre. Copies are available from any member of the Student Information Centre team.

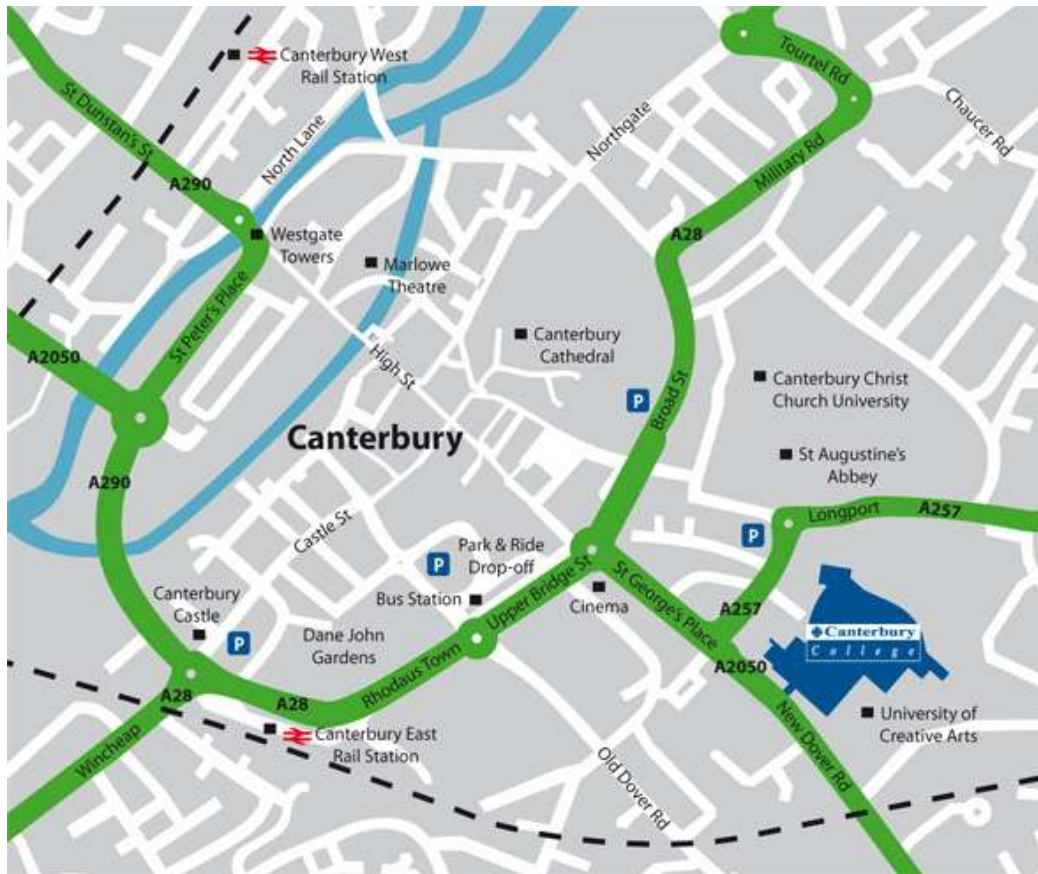
**CANTERBURY COLLEGE
STUDENT INFORMATION CENTRE
SERVICE STANDARDS**

Our aim is to provide a welcoming, professional and effective service in accordance with College and government policies and the Matrix Quality Standard

- Visitors will be treated with courtesy and respect and in a welcoming manner by all staff
- All enquiries will be dealt with in accordance with the appropriate local or national policies and criteria
- Our services will consider and address the needs of a diverse range of clients
- Our services will be monitored and reviewed for impartiality, equality and diversity and effectiveness on a regular basis. All compliments, complaints and comments are logged, actioned and accessible. Client feedback is actively sought and documented
- Our service will promote itself in a client-friendly and transparent manner
- Clients seeking information can expect a response within 15 minutes. If the information is not readily available the client will receive clear directions regarding their next step or be referred to other services or agencies
- Telephone enquiries will receive a response on the same day as they were logged by the SIC and where this is not possible the client will receive clear information about the length of time they may expect to wait before receiving a response
- Emails will receive a response within eight working hours of receipt. If we are unable to respond within this time, notification will be given
- Links between other services will be clear and transitions supported where necessary
- Drop in clients will be offered 10 minute appointments. If this is not sufficient an individual session can be arranged
- If appropriate, clients will be offered an advice session within five working days of the initial contact
- Clients receiving an individual advice session will be allocated 40 minutes to discuss and explore their options, with further appointments available
- Two weeks notice will be given of any change to SIC opening hours
- Immediate notice will be given in the event of an emergency closure

CONTACT DETAILS

You will find the Student Information Centre at the front of Canterbury College on New Dover Road.



MAIN COLLEGE:

Tel: 01227 811111

Fax: 01227 811101

College Website address

www.canterburycollege.ac.uk

IAG Course Advice Line:

01227 811188

courseenquiries@canterburycollege.ac.uk

Student Funding Team:

01227 811157

EMA,ALG,LSF@canterburycollege.ac.uk

OPENING TIMES

Student Information Centre:

Mon–Wed 8.45am – 7pm

Thursday 10 am – 7pm

Friday 8.45 am – 4.30 pm
(Term Time only)

Mon – Wed 8.45 am–5.15pm

Thursday 10 am – 5.15

Friday 10.00 – 4.30pm
(Holiday Periods)

Student Funding Team:

Mon–Thur 10 am–5.15 pm

Friday 10 am–4.30pm

**(last appointments 15 minutes
before closing)**

INTRODUCTION TO STAFF

The team at the Student Information Centre are here to help you access the information and advice you require about taking up learning at Canterbury College or other local colleges, Higher Education institutions, Adult Education Centres and other training providers.

Student Information Centre IAG Manager
Safeguarding Adviser Richard Dean
r.dean@canterburycollege.ac.uk Tel 01227 811262

Student Information Centre Team Leader
Safeguarding Adviser Juliet
j.morris@canterburycollege.ac.uk Tel 01227 811245

Student Funding Team:

Co-ordinator:	Rebecca	gTel 01227 811197 EMA,ALG,LSF@canterburycollege.ac.uk
Assistants:	Emily	Tel 01227 811197
	Becca	Tel 01227 811197
	Sandra	Tel 01227 811197
	Sue	Tel 01227 811157
	Paula	Tel 01227 811157

Information, Advice and Guidance Team:

Co-ordinator:	Bev	Tel 01227 811334 b.arnold@canterburycollege.ac.uk
Advisers:	Bridget	Tel 01227 811245
	Bob	Tel 01227 811331
	Hazel	Tel 01227 811301
	Mel	Tel 01227 811228
	Tracy	Tel 01227 811201

Disability Adviser: Tel 01227 811278
@canterburycollege.ac.uk

Progression Advice Mel
m.francis-jones@canterburycollege.ac.uk 01227 811228

Personal Adviser: Kay
Tel 01227 811111 ext2060
Tel 07834 960049
k.oconnell@canterburycollege.ac.uk

Connexions Guidance Adviser: Julian Tel 01227 811188

NEETs Learning Mentor Sarah
skendrick-white@canterburycollege.ac.uk 01227 811245