

STUDENT GUIDANCE POLICY

STATEMENT OF SERVICE FOR INFORMATION, SUPPORT AND ADVICE & GUIDANCE SUMMARY

GRANTHAM COLLEGE

Here at Grantham College we believe that student support, welfare, guidance and learner journey are paramount to each individual's achievement and we aim to ensure all our students have a positive experience while studying with us.

WHAT WE OFFER

We offer a range of student support and guidance services that are available centrally and information on these can be accessed through the Student Information area, based in the Main College.

This provides a student centred, easily accessible source of information and specialist service.

These services include;

- Detailed information and advice on the courses available;
- Access to Careers and Higher Education guidance, to assist in making informed decisions;
- Specialised support services; Learning Support, Mental Health, Student Finance;

If we are unable to provide immediate help, we will endeavour to deal with any request within 3 working days. All Services conform to the Grantham College Equal Opportunities policies and all information can be provided on request in other formats to meet the needs of individual clients;

HOW TO CONTACT US

Grantham College – Tel No: 01476 400200

The Main Reception is open for enquiries;

- Monday 8.30am to 5pm;
- Tuesday to Thursday 8.30 am to 9.00 pm term time, 5pm during holiday periods;
- Friday 8.30am to 4.30pm.

Appointments to see a specialist support practitioner (careers, mental health or student finance) will be offered where appropriate and can be booked through the Student Information Team.

WHAT YOU CAN EXPECT FROM US

Student support services are available to support you at key points in your student journey, during induction, the first few weeks of study, before examinations, when progressing from one level to another, and when particular events and challenges impact on your experience.

These services will enable you;

- To receive appropriate information and advice on courses offered;
- To receive impartial guidance from a qualified Careers Advisor if required;
- To be referred to an external agency or organisation if deemed more appropriate;

Client confidentiality will be respected at all times and personal details will only be disclosed with the client's permission; however safeguarding procedures dictate that there may be instances where it is necessary to share information with other professionals for the safety and wellbeing of the individual. You will always be advised if this is the case and with whom information will be shared;

- Staff will act in accordance with the College's Equal Opportunities and Quality policies; copies are available on request.

WHAT WE EXPECT FROM YOU

- To treat members of staff and other students with mutual respect and follow Grantham Colleges' Code of Conduct at all times;
- To participate fully in an interview;
- To keep appointments and/or notify us of any changes.

COMPLAINTS

- Clients can discuss their complaints with the Student Experience Manager or Student Life Manager or use the College's praise and complaints procedure, which can be found on the Grantham College website.

CODE OF PRACTICE

- All associated policies and copies of the Statement of Service for Information Advice and Guidance are available online, via the website and VLE.

Quality Assurance – version control			
Review Period:	2 yearly	Review carried out by:	Student Experience Manager
Approved by:	SLT	Date approved:	27.2.18
Equality Impact Assessment Date:	February 18	Last review date:	February 18