

## **Student Services – statement of service**

### **Who are we and what do we offer?**

The Student Services department operates on King's Lynn and Isle campuses and covers three main functions:

**Admissions** – this team is responsible for all course enquiries as well as applications and enrolments for all full and part-time FE courses. They also provide information on the college's courses and related services such as finance, accommodation and transport.

**Student Support** – Student Advisers at each campus offer impartial information and advice to prospective and existing college students on a range of matters related to their studies and personal lives. This may involve referral to external services such as counselling, housing, health etc. Student Advisers also liaise with Connexions to arrange in-depth career guidance for students. Student Advisers promote and administer the college's Learner Support Fund, which offers financial assistance for various course-related costs. The Student Advisers also support the development of the college's student union and organise a range of student information events during the year.

**Counselling** – The Counselling team offer a confidential counselling service to all students. Students can make appointments directly or via one of the Student Advisers.

### **How can you contact us?**

Please feel free to contact us by email, telephone or by visiting us. We are located next to the main reception of both Isle and King's Lynn campuses.

King's Lynn Campus  
Tennyson Avenue  
King's Lynn  
PE30 2QW  
Tel 01553 761144

Open: Mon to Thur 0830 to 1700  
Friday 0830 to 1700

Isle Campus  
Ramnoth Road  
Wisbech  
PE 13 2JE  
Tel 01945 582561

Open: Mon to Thur 0830 to 1700  
Friday 08.30 – 1700

Website: [www.cwa.ac.uk](http://www.cwa.ac.uk); e-mail: [enquiries@col-westanglia.ac.uk](mailto:enquiries@col-westanglia.ac.uk)

### **What can you expect from us?**

Free and impartial information, advice and guidance on the education and training opportunities available within the College of West Anglia including academic, vocational, work-based learning, recreational, part-time, full-time, evening and higher education courses. This may include giving you printed information such as full and part-time prospectus or course leaflets.

Basic information about finance for studying or training, including financial assistance available for students studying at the college.

Basic information about other learning and training opportunities locally and nationally.

Basic careers and occupational information. In-depth careers guidance is available by referral to external agencies such as Connexions and NextStep.

Basic information about job seeking

Information on the college's complaints / suggestions scheme 'Putting Things Right'.

An interview / discussion with approachable and friendly information, advice and guidance staff

An offer of any face-to-face interview / discussion to be conducted in a private area where possible.

A written summary, if you require it, of the outcomes of any face-to-face interview / discussion and the suggested actions to be undertaken.

*All of our information is available in English and is printed or available electronically. If you require the information in a different format (e.g. Braille, large print or on tape), this may also be possible. Please let us know your requirements.*

*If we do not have the information you require, or we are not able to meet your needs, we will endeavour to refer you to organisations that may be better able to help.*

### **How can you help us to improve the service that we offer?**

In order to improve the service we offer we have a customer feedback system: we regularly ask for your comments on a small range of questions and we encourage and welcome your honest and full responses. Your comments are valued and will be used to make improvements to our systems. Comments are considered at least each term and improvements actioned accordingly.

If you are not satisfied with the service you have received please do talk to any member of staff, who will be happy to help. We hope to be able to deal with any concern you have straight away. If it is not possible to resolve the issue immediately, the staff member will take your details and we will get back to you within a short time. If your query / issue remains unresolved and / or you are not satisfied with the outcome, you can make a formal complaint.

We welcome feedback (complaints, compliments or suggestions) regarding the services we provide; our service is known as 'Putting Things Right'. Complaint / compliments / suggestions forms are freely available at both campuses as well as on the college website. Alternatively, you can contact Andrew England, the Head of Organisational Development and Quality, who will ensure that your complaint or suggestion is dealt with. All complaints are regularly reviewed by the Principal and the Corporation. We promise to respond to any complaint within ten working days.

## Data Protection

The College has a data protection policy in compliance with the Data Protection Act 1984 and 1998. Included within this policy is the data the College holds about its students / prospective students and the responsibilities it has regarding this information. No data about a student / prospective student will be divulged to a third party without their consent. Please also refer to the separate leaflet on data protection which is specific to the Student Services department.

## Service Standards

Below are the standards we endeavour to work to in the department with some example evaluation indicators.

| Standard   | Example evaluation measures  |
|--|--|
| Consistently and efficiently deliver our services in a professional and welcoming manner   | Number of rings to answer telephone<br>Time taken to respond to requests for information (prospectuses)<br>Availability of staff to deal with customers<br>Cleanliness /friendliness of reception<br>How customers are greeted   |
| Provide relevant and accurate information, advice and guidance to all customers (including existing students, potential students, external organisations, parents and staff) | Up-to-date information available (college prospectuses, external organisation information, website etc) to all customers<br>Staff training / briefings to keep knowledge up to date.<br>Relationships with and information about external organisations; appropriate referrals to external organisations (e.g. Connexions, Job Centre) |
| Provide a full and efficient admissions service  | Clear admissions procedures<br>Timely correspondence with applicants<br>Appropriate info given at each stage of process<br>Referrals to additional support unit  |
| Effectively and efficiently work with other college departments to enable us to deliver to our desired standards   | Faculty-specific admissions officers to ensure streamlined service<br>close liaison with college marketing team to ensure effective and up-to-date information and literature<br>Clear links to additional support unit;<br>numbers of referrals to student advisors and counsellors from academic staff                               |

This Statement of Service was last reviewed and updated on 21 June 2010 by Paul O'Shea (Head of Marketing and Student Services) and Faye Button (Student Services Co-ordinator). This Statement of Service will be reviewed at least annually.