



INFORMATION ADVICE AND GUIDANCE

STATEMENT OF SERVICE

SCOLA, as the leading provider of Adult Education in the London Borough of Sutton, is fully committed to a free, client-centred, impartial and confidential information, advice and guidance for learning and work. This service is particularly suited to those seeking entry to learning and work, progression to further study/access to Higher Education, a change of direction, new employment opportunities or facing redundancy.

SCOLA is a sub-contractor of the Nextstep careers service to deliver Adult, Information Advice and Guidance. SCOLA works to a national Code of Principles and is accredited to Matrix Quality Standards.

SCOLA offers a range of free, quality IAG services in response to varying client needs. Resources include: Nextstep directory, use of PC with internet and career software, copies of local/regional prospectuses for colleges/universities and other training providers. Details of all SCOLA courses are listed in the prospectus and on the website www.scola.ac.uk. We provide:

- ◆ Information, advice and in-depth guidance from helpful competent and experienced staff.
- ◆ Contact by telephone, website, email and one to one support.
- ◆ Centrally located drop-in centre which is fully accessible to people with disabilities.
- ◆ Bookable in-depth advice and guidance sessions for more detailed discussion, CV, job applications and action planning with qualified staff.
- ◆ Pre-course assessment for Skills For Life English, Maths, Dyslexia and English language assessments for speakers of other languages.
- ◆ Signing support and/or interpreters to be requested and may be chargeable.
- ◆ Comprehensively stocked centre with a range of resources and information on learning opportunities which is updated on a regular basis.
- ◆ Links with community organisations and partnership agencies.
- ◆ Nextstep project

How to contact SCOLA:

- ◆ The Advice Centre at Sutton is open daily from 9.15am-4.30pm Monday-Friday all year round on a drop-in basis. Advice/Guidance sessions are offered by bookable appointments .
- ◆ SCOLA's main office will deal with initial enquiries outside of the published Advice Centre opening times .

SCOLA Centre – Advice Centre
St. Nicholas Way
Sutton
Surrey SM1 1EA
Tel: 020 8770 6945
Email: advice@scola.ac.uk

SCOLA – Sutton Centre
St. Nicholas Way
Sutton
Surrey SM1 1EA
Tel: 020 8770 6901
Email: reception@scola.ac.uk

What you can expect from us:

- ◆ **Service delivery is in line with the College's Mission Statement, IIP, Charter Mark and Matrix Quality Standards.**
- ◆ **Your personal details and information will remain confidential.**
- ◆ **The service offered is impartial and the centre has no commercial links at present.**
- ◆ **A range of information is made available throughout the year.**
- ◆ **In-depth careers advice/guidance sessions are available during term time and should be booked in advance.**
- ◆ **A response to your enquiry within 5 working days.**
- ◆ **Qualified, experienced and competent staff at each level of service offered.**
- ◆ **A commitment to continuous improvement with an annual review by the College's senior management team and provider performance reviews by contract managers.**
- ◆ **An opportunity for you to comment and feedback ideas to inform the review process.**

What we can expect from you:

- ◆ **You should keep your appointment where ever possible. If you are unable to attend please telephone the Advice Centre to make alternative arrangements.**
- ◆ **It is the responsibility of parents to supervise their children in the centre at all times.**

How SCOLA can act on your behalf:

- ◆ **Facilitate enquiries and make appointments for you**
- ◆ **Signpost and refer you to other organisations**
- ◆ **Prospectuses and information from other organisations may be requested**

The limitations of SCOLA's service:

- ◆ **Information, advice and guidance related to education, training and work.**
- ◆ **The Nextstep service is provided for clients aged 20 and over.**
- ◆ **If SCOLA is not able to help you directly by providing the information you require, you will be signposted to appropriate agencies.**
- ◆ **The Advice Centre is not able to provide a word processing service for your CV, however clients can use the IT facilities free of charge.**

How you can help us improve SCOLA's service:

- ◆ **Verbal comments and suggestions are valued and welcomed.**
- ◆ **Written evaluation and project feedback will be sought from time to time.**
- ◆ **A compliments and complaints procedure is in place at SCOLA through "Your Voice". Leaflets are available from all of the centres and by email at yourvoice@scola.ac.uk**
- ◆ **The college will acknowledge any complaint about the Advice Centre service within 3 working days followed by a formal response within 10 working days. Any unresolved issues will be referred to the Principal and SCOLA's Governing Body.**

**Copies of this statement of service are available on request.
This statement will be reviewed annually
(January 2010)**