



New College Durham



## Information Advice and Guidance (IAG) Statement of Service

This explanation is available in a range of formats, including large print. Please contact ASC if you require an alternative format.

### **We offer free, impartial, high quality information, advice and guidance on learning, work and a wide range of funding and welfare issues to:**

- All College learners on full-time, part-time and apprenticeships
- People considering study as one of their options (including both Home and Overseas students)

### **Information:**

You are welcome to call anytime during our opening hours to access information and support with:

- Careers and employment
- Further and Higher Education courses
- Opportunities for training, voluntary work and travelling abroad
- Making effective job and higher education applications
- Funding education, including advice on how to apply to Educational Trusts and Charities
- Information on student entitlement to welfare benefits

Our trained and helpful support staff are on hand to assist you if you have any difficulty in finding what you need. If we don't hold the information you need we may be able to request it, provide relevant contacts or refer you to another organisation.

ASC information is available on the College website, intranet, Schoology, from outside the Student Union in the Sports Block and in the HE Suite in the Neville Building.

### **Careers, Funding and Welfare Guidance:**

You can arrange to meet one of our professionally qualified and experienced IAG Practitioners during 'drop-in' sessions for quick queries or arrange longer appointments (of up to 45 minutes).

### **We aim to provide help with:**

- Careers and course planning including options and what to do next
- Job Search
- Application and interview preparation for work or higher education
- Access to the funding available to students on Further Education or Higher Education courses
- Identifying and applying to Educational Trusts and Charities for financial support
- Referrals to specialist agencies

### **Together we will:**

- Identify your needs
- Explore your strengths, skills and interests
- Explore relevant information on learning and work
- Agree a plan of action to help you achieve your goals
- Collate material for you to take away from ASC and study later if it is appropriate to do so

### **However we are not able to:**

- Make your mind up for you
- Act as Admissions tutors and enrol you directly onto a College course
- Represent you at employment or welfare benefits tribunals or court hearings but we will refer you to the organisations who are able to represent you

### **We ask you to:**

1. Let us know before your visit if you need any support in order to make full use of our service e.g. if you are a British Sign Language user and need a communicator for your visit.
2. Arrive on time for your appointment or let us know as soon as possible if you are unable to keep an appointment

### **We will:**

- Follow the Careers Development Institute (CDI) Code of Ethics for IAG Service Delivery and fulfil our commitment to Equality, Diversity and Inclusion.
- Respect confidentiality
- Respond to requests for information held within the centre within 24 hours
- Offer IAG appointments within 5 working days
- Try to provide relevant contacts or refer you to another organisation if we cannot help within 24 hours of the original enquiry.
- Retain personal details you provide within the college systems. You can review the College Privacy Notice at <http://newcollegedurham.ac.uk/legal/> If relevant, we will seek your permission to share limited details with third parties for auditing and funding purposes.
- Adhere to the Principles of the Matrix Quality Standard.

### **How you can help us to improve our services:**

- We welcome feedback on all aspects of our information, advice and guidance activities in order to continually improve our services. We will ask you to complete ASC evaluation online, and if relevant, appropriate questions on your course survey. We also welcome your comments on anything you have found particularly helpful or suggestions for improvements. Comments and suggestions can be passed on to ASC staff or anonymously using ASC or College feedback processes.
- If you are unhappy or concerned about any aspects of the service you receive, please speak with a member of our staff or contact the ASC Manager, who will try to put things right. If this is not possible and you wish to make a formal complaint, details on the College Complaints Procedures are available from Information and Main Reception.

### **Further Information**

- Please ask a member of staff if you would like more details on staff qualifications and experience.
- Comprehensive statements are available on Data Protection, Equality, Diversity and Inclusion and the CDI Code of Ethics for IAG Service Delivery.

### **ASC Contact Details**

- ASC, New College Durham, Framwellgate Moor Campus, Durham, DH1 5ES
- (0191) 375 4400 or [asc@newdur.ac.uk](mailto:asc@newdur.ac.uk)
- Visit our website on [www.newdur.ac.uk](http://www.newdur.ac.uk) and access our Live Chat service.

### **ASC Opening Times**

*Term Time:* Mon – Wed 8.30am – 6.00pm, Thurs 8.30am – 5.00pm and Fri 8.30am – 4.15pm

*Other Times:* Monday – Thursday 8.30am – 5.00pm and Friday 8.30am – 4.15pm

ASC is open for the duration of the Open Events when these are held on first Tuesday of every month throughout the year.