

 The College of Animal Welfare

INFORMATION, ADVICE AND
GUIDANCE STATEMENT
2022



Statement of Service

In line with the College's Strategic Objectives, the College aims to make lifelong learning and training opportunities available to everyone. The College offers a service which is convenient for all to access, is up-to-date, comprehensive and impartial.

A very important part of providing appropriate opportunities is an effective information, advice and guidance service, which can be accessed in person, by telephone or email.

The information and advice that we provide to learners and prospective learners is free, impartial and confidential

What we offer

Customer Advice Team (CAT)

We strive to provide you with the correct information, advice and guidance at every stage of your learning journey to help you make informed decisions that are right for you and enable you to make the most out of your time with us.

Our Customer Advice Team (CAT) can help you to access sources of help and support and provide information on a variety of different matters.

To speak to a 'CAT' please call us on 01480 422060 or email cat@caw.ac.uk and a member of the CAT team will contact you.

Information on:

- All of our courses and course fees
- Qualifications and accreditation
- Signposting to courses offered by

other local education and training providers

- Finance and funding

Support available to assist you in achieving your qualification:

- Friendly, helpful and effective services to agreed and published quality standards.
- Regular formal and informal opportunities to comment on any aspect of the College experience (anonymous evaluation forms, tutorials, suggestion box).
- Full and fair consideration to all applications, in line with our Equality, Diversity and Inclusivity Policy and Procedures for Admission of Students with Special Needs.
- Advice on the constructing your of programme of study.
- Information on your programme of study.

- Details of the College's policies and procedures will be published on the College VLE. Hard copies may be requested.
- Information on student progress.
- Guidance for the correct/relevant course and where appropriate will signpost applicants to other course providers who may be able to help you.
- Answer the telephone within 3 rings.
- Be available to help you throughout the following hours: Monday – Friday 8.30am – 4.30pm (Saturday and Sunday the College is closed, plus Bank Holidays).
- Provide clear and accurate information regarding College services.
- Provide, upon request, course information sheets within 3 days.
- Provide, upon request, advice on College services and/or redirection to the relevant department within 24 hours.
- Provide all accepted applicants with programme information details within 7 days of registration.
- Process awarding body registrations and certifications within 7 days of receipt.
- Make appropriate provisions if possible, to support any specific needs.
- Invoice all course fees within 7 days of enrolment on to a programme.
- An appointment for careers advice within 5 working days.

Advice on:

- Exploring options and planning next steps using up-to-date resources including those available online
- Possible career progression
- Completing a CV or job application
- Improving reading, writing or maths
- Disability support
- Work-based learning apprenticeships
- Online resources

Those using our service can expect:

- Free, impartial, accurate and up-to-date information, which conforms to appropriate legislation on Equal Opportunities, Disability, Health & Safety and Data Protection
- Information provided is kept confidential
- To be treated in a courteous and respectful manner by a competent, trained advisor
- Help finding information
- To be signposted to appropriate learning providers or other organisations to suit individual needs
- Requests for information to be responded to within 3 working days
- Appointments for careers advice to be offered within 5 working days
- All staff have been checked by the Disclosure and Barring Service (DBS) to ensure your safety
- All staff have received safeguarding training and know

safeguarding issues to

- Access to a professional counsellor
- Requirements are detailed in the Student Charter

We ask you to:

- Attend classes (minimum 90%).
- Observe deadlines for handing in work, portfolios and assessments.
- Notify tutors of reasons for any absence.
- Behave in a courteous and respectful manner towards all staff and students, in classes and throughout the College and its associated institutions.
- Adhere to the fitness to practice policy
- Contact the College Student Services, with regard to changes in personal circumstances or academic programme.
- Let your lecturer know as soon as possible if you are having any difficulties.
- Keep appointments and respond quickly to requests for information.
- Contribute to the development of more effective teaching and learning, by responding to opportunities for feedback.
- Be aware that disruptive behaviour of any kind is likely to result in disciplinary action.
- Attend examination sessions as

required by the College.

- Take personal responsibility, and demonstrate commitment to, your own programme of study
- Let us know if you need any support in order to make use of our service - for example, a hearing loop or information provided in a particular format e.g. Large print or braille
- Help us to continuously improve our service by giving us feedback - for example, completing the Learner Survey, using the Comments, Compliments and Complaints policy or speaking to a member of the Customer Advice Team(CAT).

Barbara Cooper

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RVN*

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The College of Animal Welfare on social media...