Pre-entry Guidance Service

Statement of Service 2011 – 2012

Who can use the Service?

Mature learners and prospective mature learners considering undergraduate higher education opportunities.

What do we offer?

Information

We have a wide range of information resources in the student resource area relating to

- Higher education undergraduate opportunities
- Student funding and finance
- Disability support
- Academic skills

Information is available to users in a variety of media (if you need information in a specialist format please let us know and we will try to provide this for you).

- The information provision is reviewed on an annual basis and reference materials are updated every 2 years.

Advice and Guidance

Pre-entry guidance Interview

The interview is an opportunity to make progress with your educational development and career decisions by discussing your ideas, aims and options with an experienced and qualified Educational Lifelong Learning Centre
careers adviser. Interviews are conducted in private and in accordance with the service's confidentiality policy. They can be booked in advance in person at the Lifelong Learning Centre reception, by telephone or by email.

- We will ask you to complete a questionnaire before the interview to help the adviser focus the discussion on what is important to you;
- Educational Advisers will encourage you to identify and record any key points arising from the discussion;
- You can expect your appointment to last 45 minutes;
- We aim to offer you an appointment within 10 working days of your request or to provide an explanation for any delay.

Who are we?

The pre-entry guidance Service is based within the Communities and Partnerships division within the Lifelong Learning Centre at the University of Leeds. All the team have relevant professional guidance/adult teaching qualifications and/or appropriate experience and skills. We are committed to continued professional development and training.

Where are we?

The pre-entry guidance Service is located in the Lifelong learning Centre, Level 11, Marjorie and Arnold Ziff Building, University of Leeds, Leeds, LS2 9JT (please see enclosed map).

When are we open?

Our opening hours are Monday-Friday, 9.00am – 5.00pm (6.00pm in the first two weeks of term). We are open throughout the year, except when the University is closed for Bank Holidays or Christmas/Easter.

What will it cost?

Services are completely free to everyone.

What can you expect from us?

You can expect us to provide:
• Up to date and accessible information, advice and guidance;
• An impartial, supportive and confidential approach (please ask for a copy of our confidentiality policy);
• The opportunity for you to give us feedback on the service you have experienced and put forward any complaints, compliments or suggestions for improving what we do.

When using the service you can expect to:

• be treated courteously at all times;
• have your enquiry dealt with effectively and handled with sensitivity;
• have any agreed action by a member of staff resolved within 10 working days or be informed of progress, including requests for information in alternative formats, or access to specialist equipment and services;
• be treated equally regardless of age, gender, race or disability;
• be informed of any changes to publicised services;
• be informed if your appointment has to be cancelled or delayed and be offered a choice of the earliest suitable appointment within 10 working days of the cancelled interview);
• be informed of appropriate alternative or additional sources of advice, information and guidance and how to access them where it’s appropriate to your request.

What we expect from you

• A recognition that your career is your responsibility – we can help you come to a decision and will support your plans but we cannot make decisions for you;
• Accurate information relating to your issue/enquiry and honesty about your requirements. We ask users to give us some basic information so that we can keep records of the work we do. This information is kept in a secure environment and will only be accessed by guidance staff;
• Advance notice of any specialist facilities or support you need;
• That you arrive on time for interviews and let us know in advance if this is not possible or if you need to cancel/re-arrange appointments;
• That you treat us with consideration and respect the service’s Code of Conduct;
• That you give us feedback on our services.

Quality

You will have access to experienced and qualified staff who regularly participate in professional training and continued staff development.

The Pre-entry guidance Service complies with National Information Advice and Guidance (IAG) Board’s Code of Principles and standards.

We work to the requirements of the University’s suite of Equality and Diversity policies, the Disability Statement, the Data Protection policies, the Health and Safety policies and the QAA Code of Practice
on Careers Education, Information and Guidance. Reference copies are available in the Lifelong Learning Centre.

We ensure our professional updating through on-going liaison with other Guidance professionals via our membership of the West Yorkshire Lifelong Learning Network, the Institute of Careers Guidance (ICG) and the National Association for Educational Guidance for Adults (NAEGA). We maintain links with relevant internal admissions staff as a means of ensuring up-to-date information about other areas of advice and information provision and awareness of appropriate referral options.

Feedback

We welcome any feedback, good or bad, and the University’s Comments, Compliments and Complaints forms are available in the Lifelong Learning centre.

Any complaints will be dealt with according to the University’s complaints procedure and will be included in the University’s monitoring of provision process. We will inform you of the University’s complaints procedure should you wish to follow it.

User feedback questionnaires covering different aspects of our service may be handed or sent to you. You can also comment on our website by using the ‘Ask a Question’ form which can be found at: http://www.leeds.ac.uk/lifelonglearningcentre/general/about_the_llc.html

We continually monitor and improve our services and procedures by acting on positive and negative feedback, and through our own observations and discussions. We actively respond to issues raised within the limits of our staffing and financial resources.

A Pre-entry guidance report is submitted annually to the Senior Management Team within the Lifelong Learning Centre. A copy of the report can be made available on request.

Please help us improve what we do by telling us what you think. Feedback can be given anonymously if you prefer.

Mohammed Hussain