



INFORMATION, ADVICE AND GUIDANCE - STATEMENT OF SERVICE

Truro and Penwith College has a range of services, which includes careers guidance, counselling and personal support, financial advice and health services including Mental Health Advisers. The College provides information on a wide range of topics such as courses and qualifications, facilities and equipment for people with disabilities and additional learning needs, fees and bursaries, childcare, accommodation, business support, business development and English for Speakers of Other Languages (over 16's) and Young ESOL. These services are available for all age groups, including under 16's and adults.

Impartiality

The service is impartial and aims to provide students/clients with information, advice, guidance and support to make informed decisions on their current situations and future. Impartial information, advice and support is provided in person, on the Truro and Penwith College website, in prospectuses and leaflets, by telephone, email or letter. If study or training elsewhere is more appropriate, then we will suggest alternatives. The service is available to drop in to or to make an appointment, for students, ex-students, non-students, staff and parents, in the workplace or in outreach locations. For further information please see our Provider Access Statement.

Confidentiality

Advice and guidance sessions for students/clients, including under 16s, are confidential. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else at risk. We would always try to discuss this first. Situations may be discussed with other members of staff where we feel this would be of benefit to you. In order to provide the best possible service, we keep a record of your details. This record can only be accessed by authorised Truro and Penwith College staff or appropriate external agencies who need to see this information as part of their work. For more information, see our Data Protection Policy GDPR on the College Intranet.

Equality of Opportunity

The aim of our Equality, Diversity and Inclusion Policy is to create the conditions whereby students/clients are treated solely on the basis of their merits, abilities and potential in an inclusive working and learning environment. The policy is available on the College Intranet. College information, such as the Charter, disability statements, course and student support details can be provided in any form to meet your needs e.g. in large print, Braille or audio tape. Services, including parking, are provided in areas which are accessible to those with restricted mobility. We can assist in alternative languages via interpretation or translation services. Appropriate additional support is available for students/clients with learning difficulties. Please let us know of any additional needs and we will do all we can to meet those needs.

Signposting

For those needing further specialist support, information, advice and guidance, referrals may be made. If we are unable to meet your needs, we will signpost you to appropriate external organisations. We will also try to make an appointment for you where appropriate e.g. CSW Group, Young People Cornwall, National Careers Service.

Services

All sites have up to date, impartial literature and/or computer software on

- * careers and occupational information
- * local and national further and higher education courses
- * job search and CV writing techniques
- * personal and health issues
- * benefits, finance and funding
- * childcare

Guidance interviews, offered by qualified staff, will last up to an hour and you will be offered a summary and action plan if you require one. Counsellors are professionally qualified and work in accordance with the British Association for Counselling and Psychotherapy Code of Ethics. Resources can be borrowed with a time limit of two weeks. We can also photocopy information for students/clients if copyright permission is given. If we do not have the information requested, we will signpost you or give a time by which we can obtain it. Information, advice and guidance is available at the following sites: -

Main Truro College site:

Further Education students:

Student Services Mylor Building, M017
T – 01872 265823
Email: StudentServices@truro-penwith.ac.uk
Monday – Friday 8.30 am – 4.30 pm

Career Zone

Mylor Building
T – 01872 305715
Email: careers@truro-penwith.ac.uk
Monday – Friday 8.30 am – 4.30 pm

Penwith site:

Student Services Lamorna Building
T – 01736 809407
Email: Penwithstudentservices@truro-penwith.ac.uk
Monday – Friday 8.30 am – 4.30 pm

Career Zone

Lamorna Building
T – 01736 335013
Email: careers@truro-penwith.ac.uk
Monday – Friday 8.30 am – 4.30 pm

Ottery Site:

Ottery Building, Ot102/Ot103
T – 01208 224457
E – Otterystudentservices@truro-penwith.ac.uk
Monday – Friday 8.30 am – 4.30 pm

Career Zone

Ottery Building
Email: Traceyjohnson@truro-penwith.ac.uk
By appointment only

Services available for students / clients across sites:

Access to HE and University students:

Careers Room -Fal Learning Centre, F308
T – 01872 305496
Email: louiseclarke@truro-penwith.ac.uk
Monday – Friday 8.30 am – 4.30 pm

Business Partnerships Team

T 01872 305500
Email: tammym@truro-penwith.ac.uk

Part-time Adult Learners

Kenwyn Building (Truro) T – 01872 308000
Treneer Manor (Penwith) T – 01736 335149
Tregye – 01872 308000
STEM Health and Skills Centre – 01208 224454
Email: ptinfo@truro-penwith.ac.uk
Monday – Thursday 8.30 am – 5.00 pm
Friday – 8.30 am – 4.30 pm

Callers will be given initial advice at the time, after which a guidance appointment may be made. Appointments can be made by calling in, telephoning, by post, email or by referral. If the appointment made needs to be rescheduled, all efforts will be made to contact you before the appointed time. Response to messages will be made within 2 working days. The College has a minicom system for deaf users who wish to telephone for information.

Feedback and Complaints

Feedback is gained via a range of surveys, questionnaires, forums and suggestion boxes and is used to evaluate, update and develop our services. We have been awarded the matrix Quality Standard in information, advice and guidance services and have held Investor in Careers status since 1996. If you are unhappy about the service you can contact a member of staff in person, by telephone, post or email and we will do our best to resolve any issues fairly and quickly in accordance with the College's Complaints Procedure, available on the intranet.

This statement of service is reviewed annually.