

promise

Obviously, we cannot give an absolute promise of success because that depends as much on the effort and ability of the student as on the service provided by the college. However, we can guarantee that if the student attends regularly and works hard, we will play our part in ensuring a happy and rewarding experience in this college.



For our part the College will provide

- A curriculum which is regularly reviewed to ensure relevance and accessibility
- Well qualified and experienced staff who will maintain high standards of professional conduct and expertise
- Termly course reviews which involve all staff, students and employers in continuous quality monitoring and improvements
- Regular surveys of our clients to ensure satisfaction at all times
- A comprehensive system of learning support services to respond to individual needs
- Standards by means of regular, in-depth reviews of courses, carried out by managers and external assessors
- Clear published standards of entitlement so that students, parents and employers know what they can expect in the college
- Published targets and annual reports on college performance
- At Lakes College, we have a statutory and moral duty to safeguard and promote the welfare of our students. We make every effort to ensure that students are kept safe and we always take action if a student reports incidents of abuse or bullying. Our policies are available on request.

Providing Student support

We will:

- Seek to continually improve access to rooms and buildings for students with a disability
- Provide all students with the opportunity to discuss their own particular circumstances prior to enrolment
- Give all students the opportunity to discuss and agree before enrolment any additional learning requirements
- Review learning requirements at induction and during the course of study
- Provide additional learning support for students whose needs have been assessed
- Make a decision on any application for financial assistance within 5 working days
- Ensure access to impartial career guidance before the course starts, during and after the course
- Provide an opportunity to review progress with a tutor each term
- Provide a tutor to support Distance Learning students for the duration of the learning programme

We are committed to working closely with employers and our Employer Service Standards detail our promise on what we will provide

Your entitlement

We will:

- Answer enquiry letters promptly with a solution within 10 working days
- Supply information about the full range of courses available including success rates. We will try to answer any questions you may have about the College and particular courses.
- Conduct interview with work based learners within the required timescales.
- Provide a copy of college targets and annual performance report, on request
- Offer advice on the most appropriate training programme to meet your needs. Courses can be custom designed to suit your own requirements if necessary
- Arrange a visit to the centre where your trainees will study
- Provide a fact sheet on the chosen course which details course length, study time, outline of course content, outcomes and possible progression routes
- Provide a course syllabus, samples of assignments and assessments
- Supply information on training costs and payment dates
- Answer within 10 working days requests for references
- Arrange the hire of college facilities and equipment

For your part the College expects that you will

- Maintain close contact with the college and ask for advice at an early stage if you have a training need or if you are not satisfied with the college service
- Ensure that your trainee attends regularly and punctually all elements of the learning programme and is properly equipped for each session
- Encourage appropriate conduct and hard work at all times
- Inform the college promptly of absences and other problems which may affect learning progress
- Co-operate with the college policies on smoking/alcohol consumption, substance misuse and gambling
- Provide opportunities for lecturers to update their industrial experience
- Support delivery by providing an industrial consultant to advise college lecturers
- Offer visits or work experience placements for students

help us help you

We are constantly trying to improve our services and have established a variety of methods of collecting information and feedback from students, employers, parents and other customers.

TELL US what you like about the college

SUGGEST ways we could do things better

COMPLAIN if you feel you have been unfairly treated

If you are not satisfied with the initial response you can call in person, write, telephone or email Student Services or the principal's office:

Telephone: 01946 839300

Email: student.services@lwc.ac.uk

IF YOU WISH TO MAKE A COMPLAINT CONFIDENTIAL HELP IS AVAILABLE.

The full complaint procedure is available from reception and on the student drive of the internal network.

During a training programme

We will provide:

- Visits to college and meetings with senior staff by appointment
- A named contact for liaison between the College and the employer
- Regular reports on trainee absence
- A report on trainee progress on written request within 7 working days
- Information on your trainee's examination entries or registration with awarding bodies
- Access to your trainee's assessment and attendance record
- Prompt information if lecturers consider there are serious problems with attendance, discipline or progress
- Information about the college's quality assurance procedures and copy of Inspection Reports available on request
- Opportunities to comment on course effectiveness and the college service.

Complaints

The college welcomes comment on any aspect of the services it provides.

Students are advised where possible to approach their class teacher or programme tutor at first. They should expect a reply.

They may at any stage enter a formal complaint. This should be enclosed in an envelope marked for the attention of the "Principal's Secretary". It may be posted or handed in to the reception.

Students may make verbal complaints and require any employee of the college to enter the complaint into the formal system on their behalf.

Wherever possible the college will issue an initial response within 5 working days

For your trainees

We endeavour to provide:

- Equitable and consistent treatment
- An appropriate learning programme organised and delivered by competent staff
- Access to course syllabus, samples of assignments, tests and examinations
- Classes which start and finish on time, and an explanation of any disruption that may occur
- Access to competent staff and resources appropriate to the course
- Access to the learning resource centre, café, study facilities and other student areas
- The offer of assistance with any learning problems and/or personal problems including access to a confidential counselling service
- A fair disciplinary and appeals procedure
- A timetable for formal assessments
- Assessment criteria and written and verbal feedback on performance
- Marking and return of assignments normally within 10 working days, providing that they have been handed in on time
- A procedure for appeal on grading or assessment decision
- A written report on request
- A response within 10 working days, to a request for a reference or report
- Access to the trainee's personal file upon request
- Opportunities to express views on the quality of the course and the college service
- Equal opportunities for all clients and learners

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Tel: 01946 839 300

Email: student.services@lcwc.ac.uk

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