

Ashton Sixth Form College – Higher & Adult Education Statement of Service - Information Advice & Guidance

Ashton Sixth Form College is a leading provider of Lifelong Learning and provides up-to-date and comprehensive information advice and guidance on courses, careers and qualifications. We are committed to providing an excellent and confidential service to all clients/learners offering impartial information, advice and guidance.

Sources of Information Advice and Guidance:

- Dedicated information line manned by Senior Admissions Officer (qualified IAG worker), Marketing Officer, Administrative Assistant and Evening Receptionist.
- Free and impartial advice and guidance from our Careers/Guidance team.
- Information leaflets and H.E. Information/Application packs covering our range of courses and services.
- College website giving access to information about courses and services.
- Course Guides detailing what's on, student case studies and events.
- Access to Subject Specialists.
- Induction process offered to students.

What you can expect from us:

- Qualified and experienced staff.
- Friendly, approachable, polite staff that will listen to you and give you impartial IAG.
- Advisers who hold professional guidance qualifications.
- Records kept in line with the General Data Protection Regulation
- Guidance available to you whatever your ethnic background, gender, religious beliefs, abilities or age.
- Confidentiality.

Your comments on our service:

We encourage and welcome suggestions and feedback on our service which we receive by:

- Questionnaires.
- Individual or focus group sessions.
- Website.

We have a formal compliments and complaints policy which will be responded to in accordance with college procedures.

Equal Opportunities and Diversity

We aim to provide an environment that is welcoming to all our users and are committed to providing impartial information and guidance regardless of ethnic origin, gender, disability, marital status, age, sexuality or religion. In accordance with the college's Equal Opportunities Policy, Disabilities Statement and Careers Guidance Policy we endeavour to offer our services in a format and location to meet the needs of all our users.

How to Contact Us

Information Line 0161 666 8215

E-mail adulted@asfc.ac.uk

Inclusive Learning Support 0161 330 2330

College Reception: 0161 330 2330

Careers Office: 0161 330 2330

Opening Hours – Monday and Tuesday 9-4; Wednesday, Thursday 9-9; Friday 9-4.