

# CUSTOMER CHARTER

NEW COLLEGE SWINDON



# THE MISSION OF NEW COLLEGE SWINDON



**GRAHAM TAYLOR - PRINCIPAL**

Our mission is to provide high quality education, training and services which:

- meet our customers' needs
- encourage individuals to realise their full potential
- support lifelong learning and advance equality of opportunity
- help young people, the community and business to prosper

We aim to put customers first and provide top class services in ways which are flexible, safe, responsive, friendly and efficient.

## USEFUL CONTACTS

[partnerships@newcollege.ac.uk](mailto:partnerships@newcollege.ac.uk)  
[equality@newcollege.ac.uk](mailto:equality@newcollege.ac.uk)  
[studentserviceenquiries@newcollege.ac.uk](mailto:studentserviceenquiries@newcollege.ac.uk)  
[additionalssupport@newcollege.ac.uk](mailto:additionalssupport@newcollege.ac.uk)  
[careersadvice@newcollege.ac.uk](mailto:careersadvice@newcollege.ac.uk)  
[counselling@newcollege.ac.uk](mailto:counselling@newcollege.ac.uk)  
[examsoffice@newcollege.ac.uk](mailto:examsoffice@newcollege.ac.uk)

### Complaints:

[quality@newcollege.ac.uk](mailto:quality@newcollege.ac.uk)



New College is committed to **Equality, Diversity, Inclusion and Excellence.**

## PUTTING YOU FIRST

- We aim to respond in a manner where first class information, advice and guidance (IAG) is always available on the services we provide.
- We actively encourage your views and feedback to inform our provision.

## PROVIDING FIRST CLASS STANDARDS IN LEARNING IN A SAFE ENVIRONMENT

- Outstanding learning and teaching with success rates our primary driver of quality.
- Suitably experienced and qualified staff.
- Rigorous procedures for ensuring safeguarding of all learners. We actively check on safeguarding arrangements for staff and learners in all locations.
- First class study and learning resource facilities.
- Access to Information Computer Technology (ICT).
- Fairness and prompt marking.
- Additional Support is available to ALL full time and part-time students. You can discuss your needs with a member of the Additional Learning Support Team before you start a course or ask for help at any time during your course.
- Introduction to your course that includes assessment requirements, access to course information and progress review and target setting opportunities.
- The opportunity to provide feedback on any aspect of your learning and your experience.

## CELEBRATING DIVERSITY

- We are committed to Equality, Diversity, Inclusion and Excellence.
- We enable all of our members to fulfil their potential and to have their contributions equally valued and respected.
- We seek to recruit staff and students who represent the diversity of our local community, promoting equality of opportunity and encouraging good relations between people of different groups.

## CONTINUOUS IMPROVEMENT

- Every enquiry and application will be guided by the principle of 'Recruitment with integrity'. This means our information, advice and guidance commits to be fair, efficient and impartial.
- We monitor, assess and observe all of our learning and continuously invest in staff training and resources.
- We have quality assurance mechanisms and service standards. We welcome monitoring by external bodies (such as matrix and Ofsted).
- We will continually strive to provide high quality college facilities that are fit for purpose and accessible to all.

## ENABLING MORE PEOPLE TO PARTICIPATE IN LEARNING

- We will contribute to Swindon, Wiltshire and National targets to increase participation for 16-18 year olds, those progressing to higher education and to lifelong learning.
- We encourage learning to take place in an atmosphere that is friendly and inclusive with lots of additional opportunities for learners to develop.

## WORKING WITH EMPLOYERS AND SERVING OUR COMMUNITY

- We will be responsive to employer needs and seek to tailor our provision to local, regional and national priorities.
- We will strive to work closely with the local community, to provide access to our facilities, teaching and learning – and to be a good neighbour.
- We have high standards of behaviour, punctuality and attendance that match those expected in employment.

## RESPECTING THE ENVIRONMENT IN ALL THAT WE DO

- We will provide an environment that is safe and healthy.
- We will develop and deliver sustainable environmental policies that reduce energy consumption and reduce our carbon footprint.

**We want to hear from you if you feel we have not met any of the commitments outlined in this charter. Please tell us where we have done things right or where we could improve.**

**You can contact us by:**

- speaking to your Tutor, or Account Manager if you are an employer
- speaking to any member of staff
- informing Reception
- completing one of our feedback cards (these are in main reception areas)
- emailing: [quality@newcollege.ac.uk](mailto:quality@newcollege.ac.uk).

## THE FOLLOWING ADDITIONAL INFORMATION IS ALSO READILY AVAILABLE FROM THE COLLEGE:

- College brochures for Part-time or Full-time courses
- Course/subject information sheets
- Student success and examination results
- The most recent Ofsted Inspection Report (2014)
- Further Education Choices (FE)

