

Pre-entry information, advice and guidance service

Statement of service 2017 – 2018

Who can use the service?

Prospective mature and/or part-time students who do not already hold a degree from the United Kingdom or a country within the European Union (or an equivalent qualification from elsewhere), and who are not currently in compulsory education.

Please note: 'compulsory education' is defined as all sixth form, school, college and apprenticeship courses attended up to the age of 19.

Please note: due to funding limitations we regret we are unable to offer face-to-face appointments to individuals living outside of the West Yorkshire area.

If you have any questions about these criteria please don't hesitate to contact us on **0113 343 1770 / adviceandguidance@leeds.ac.uk**.

What do we offer?

Information

We have a wide range of information resources in the LLC 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 two years

Advice and guidance

Pre-entry information, advice and guidance appointment

The appointment 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 careers adviser. Appointments 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 desk, by telephone or online.

- We will ask you to complete a questionnaire before your appointment to help the adviser focus the discussion on what is important to you;
- Upon receipt of your completed questionnaire we will contact you within two working days to arrange an appointment;
- Our educational advisers will encourage you to identify and record any key points arising from the discussion;
- You can expect your appointment to last around 45 minutes.

Who are we?

The pre-entry information, advice and guidance service is delivered by the Communities and Partnerships team 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 information, advice and guidance service is located in the Lifelong Learning Centre, Level 11, Marjorie and Arnold Ziff Building, University of Leeds, Leeds, LS2 9JT. You can view a map of our location [here](#).

When are we open?

Our opening hours are Monday-Friday, 9.00am – 5.00pm (9.00am – 5.45pm on Tuesdays, Wednesdays and Thursdays during term time). We are open throughout the year, except when the University is closed for Bank Holidays and the Christmas/Easter breaks.

What will it cost?

The service is 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 seven 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 offered a choice of the earliest suitable appointment within 10 working days of the cancelled appointment;
- 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 your appointment and let us know in advance if this is not possible or if you need to cancel/rearrange your appointment;
- That you treat us with consideration and respect the service's Code of Conduct;
- That you give us feedback on the service.

Quality

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

The pre-entry information, advice and guidance service complies with the 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 Career Development Institute (CDI), the Association of Graduate Careers Advisory Services (AGCAS), the National Association for Educational Guidance for Adults (NAEGA) and the National Association of Student Money Advisors (NASMA). 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.llc.leeds.ac.uk/about/ask-us-a-question>.

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 report on the service 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.