

The Bedford College Group
Enquiries & Guidance Service

Statement of Service

Aim of the Service

It is the aim of The Bedford College Group's Customer Contact and Admissions team to provide a high-quality service which guides students successfully through the admissions process and enables them to choose the right course or programme to enable them to succeed and progress.

Our campuses?

The Bedford College Group consists of the following colleges across Bedfordshire and Northamptonshire:

- Bedford College in Bedford and Kempston.
- Central Bedfordshire College in Dunstable.
- National College for Motorsport in Silverstone.
- Shuttleworth College, Old Warden, near Biggleswade.
- The Bedford Sixth Form in Bedford.
- The Corby Sixth Form, in Corby.
- Tresham College in Corby, Kettering and Wellingborough.

How can we help?

The Enquiries and Admissions Service at The Bedford College Group offers:

- Information on the full range of courses across The Bedford College Group as well as opportunities with other providers.
- Advice on choosing the course which is best for you.
- Information on what the courses involve including entry criteria, course content, assessment methods and how to apply.
- Information about what you could do at the end of your course.
- Information about the financial implications of your choice of course, including fees and other costs, and the financial support or bursaries which might be available.
- The opportunity to be referred for a guidance interview with a careers adviser.

Who can use our service?

The service is open to anyone considering studying at The Bedford College Group.

How can you contact our service?

You can contact the service by:

- Visiting our team at one of our campuses in Bedford, Corby, Dunstable, Kettering or Wellingborough
- Calling us: 0345 658 8990
- Contacting us through our college websites.

Enquiries can be dealt with by a Customer Contact Adviser, between the following times:

- Monday to Thursday 8.00am to 5.00pm
- Friday 8.00am to 4.30pm

In addition, during term-time, we offer extended opening hours in the evening at the following campuses:

- Bedford Cauldwell Street campus: Tuesday, Wednesday and Thursday until 7.00pm.
- Corby campus: Monday and Wednesday until 7.00pm.
- Dunstable campus: Tuesday and Wednesday until 7.00pm
- Kettering campus: Tuesday and Thursday until 7.00pm.
- Wellingborough campus: Monday and Wednesday until 7.00pm.

What can you expect from our service?

We will:

- Provide a friendly, courteous, free service.
- Give information, advice and guidance that is impartial and in your best interest.
- Seek to ensure that you are provided with equality of opportunity, treatment and respect.
- Offer you a private interview room should you wish to discuss matters of a confidential nature, and operate in accordance with our confidentiality policy.
- Contact you as soon as possible in the event of our having to cancel your appointment or interview due to staff illness, and offer you an alternative appointment within five working days.

Our service is Matrix accredited, to ensure that high standards of information, advice and guidance are maintained. Our Customer Contact team are experienced, and/or hold, or are working towards, appropriate qualifications in information, advice and guidance and/or customer service.

Our Customer Charter

We are committed to:

- Treating you with honesty, openness and respect in line with our values.
- Providing you with a consistent, co-ordinated and proactive service, where our staff help resolve enquiries or problems and take personal responsibility for them.
- Responding to your communications with us quickly and effectively.
- Providing you with access to clear and accurate information, advice and guidance to ensure that, as far as possible, your needs are met and your decisions well-informed.
- Providing opportunities for you to easily give us feedback.
- Continuously improving our service to you.

When visiting us you can expect:

- All staff who deal directly with customers to wear identifiable staff ID.
- To be greeted in a friendly, professional and courteous manner.
- Our premises to be safe, accessible, clean and presentable.

When contacting us you can expect:

- All our communications to be jargon-free and easy to understand.
- That we will try to give a full answer to your enquiry the first time you contact us.

By telephone

- That we will answer calls as quickly as possible and identify ourselves by name.
- That if we are not available by telephone, give you the option to leave a voicemail message, and respond to this message promptly, aiming to get back to you within one working day.
- That, if applicable, you will be informed as to the person and department you are being transferred to.
- That we will call you back on the date and time agreed.

By written and digital communications:

- That we will respond to emails, letters and posts on our corporate social media pages as quickly as possible, aiming to acknowledge receipt within one working day for email and social media posts.
- Where further information is required, we will provide an update and advise you on timescales for a full response.

What do we expect from you?

We would ask that you:

- Treat staff and other users of the service with courtesy and respect.
- Abide by the standards and commitments in our Student Code of Conduct
- Tell us if there is a problem so that we can help.
- Give us feedback so that we can improve our service to you.

How can our service help people with particular needs?

The service is accessible for wheelchair users and we can arrange for a BSL interpreter to be available at your guidance interview if necessary. Please let us know beforehand if you have any special requirements – we will make every effort to meet them.

If you think you may need extra help to complete your course, we will also arrange for you to speak to our Additional Support Adviser. The College has a disability policy which outlines the range of support available. It is available on our website.

Customer feedback

We always welcome and value feedback. If you have had a positive experience from a particular service or member of staff, or have any suggestions for further improvement, please tell us by visiting <https://bedfordcollegetgroup.ac.uk/complaints-and-feedback/>

When something goes wrong

We aim to provide the highest possible standard of service; however, we recognise that in any organisation things can occasionally go wrong. We hope that you never have cause to make a complaint but, should it become necessary, our [Complaints Policy](#) is designed to ensure that your complaint is dealt with promptly and effectively. A copy can be obtained from the downloads section of our website <https://bedfordcollegetgroup.ac.uk/complaints-and-feedback/> or by writing to the Customer Feedback Manager, The Bedford College Group, Cauldwell Street, Bedford MK42 9AH.

Equality and Diversity

The Bedford College Group is committed to the advancement and promotion of equality and diversity. We aim to provide a learning and working environment which values individuals equally.

It is our duty and obligation under the Equality Act 2010 to:

- Eliminate discrimination, harassment and victimisation.
- Advance equality of opportunity.
- Foster good relations between different groups.

The College does not disadvantage individuals by discriminating on any grounds, particularly - Disability, Age, Race, Gender (Sex), Religion and Belief, Sexual orientation, Gender reassignment, Pregnancy & Maternity and Marriage and Civil Partnership (not applicable to Education).

Your needs will be dealt with in accordance with our policies on equality and diversity, and any information, advice or guidance we provide will not be influenced by your background or situation.

Copies of our equality and diversity policy, confidentiality policy and other policies are available on request or from our websites.

Data Privacy

We understand that privacy and the security of your personal information is extremely important. Details on the information we collect when you make an enquiry or application can be found in our Data Privacy Policy, which sets out what we do with your information and what we do to keep your data secure. It also explains where and who we collect your personal information, as well as your rights over the personal information we hold about you. A copy of our Data Privacy Policy is available on our websites.

Supporting policies

This Statement of Service is supported by the following policies, all of which are available on request:

- Further Education Admissions Policy
- Higher Skills Admissions Policy
- Data Privacy Policy
- Equality & Diversity Policy

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