

As a student at Kingston College, we will make sure you know what services we can offer and what you can expect from us. This will be from when you apply to College until you leave us to go on to your future study or career.

We provide:

- Full and impartial information, advice and guidance in various formats and in a suitable environment.
- Clear and accurate information about course costs and how to get any financial help there may be available.
- Guidance on the services we have to support learners with additional needs, learning differences and medical conditions.

When you apply, you will have:

- A fair assessment of your application.
- A dedicated telephone number and email address for you to contact us about your application.
- The opportunity to discuss study choices available with a suitably qualified and experienced member of staff.

If invited to College for interview, you will:

- Receive an impartial guidance interview with a specialist teacher in a suitable environment.
- If requested, have a member of our support staff present, also (for additional needs, learning differences or medical conditions).
- If necessary, be offered a further interview with a Careers Advisor to discuss other choices available to you.

At Induction, you will be given an introduction to College which will help you to settle into your studies quickly. It will help you to get to know the College, the services, and the students you will be studying with. You will be aware of your rights and responsibilities and understand the importance of equal opportunities.

At Induction, you will receive:

- Help in getting to know your environment, tutors and fellow students.
- A diagnostic screening and discussion to ensure that your individual learning needs are accurately diagnosed and that you are offered the additional support you may need for your studies or training.
- A college handbook which includes college policies and important information.
- A course handbook which includes your timetable, information on how you will be assessed, course content, day trips, fieldtrips etc.
- A tutorial folder with helpful resources. This folder will be used by your tutor as a starting point for one-to-one discussions to be held each term.
- A leaflet about the College's sport and leisure activities including information about Arena Gym and Sports.

On Course, as a full time learner you will have a personal tutor who will support you from Induction to the end of your course. As a part time learner, you will have equal rights to all of the College's support services and will receive individual guidance from your lecturer/course tutor.

As a learner you will receive:

- A programme of tutorials which include one-to-one meetings with your tutor when you will look at your progress against the targets set when you started your course.
- At least one review with your tutor per term to complete your College individual learning plan.
- On-going additional learning support, where needed.
- On-going monitoring of your punctuality, attendance and performance and, when necessary, information on steps to be taken to address any problems.
- Regular feedback on your progress related to targets based on your qualifications at the start of your course.
- Helpful and sensitive support on academic and personal issues.
- Referrals to internal and external support services if you require more specialist advice.
- Progression advice and guidance on future employment or higher education. An interview with a specialist careers advisor will also be available in the Student Entitlement and Marketing Division.

What to do if things go wrong

It is anticipated that most minor problems and grievances will be settled quickly by the relevant teacher or course tutor. In the case of more serious complaints, the formal procedure is as follows:

- speak or write to the course tutor or programme manager,
- if you do not get a satisfactory response, submit your complaint to the Dean of Faculty,
- if you are still dissatisfied, speak or write to the Director of Quality Improvement (020 8268 2960),

If you require help or support in making your views known, you can obtain help and guidance from the Students' Union or Welfare Services.

At each stage, you are entitled to:

- a fair and confidential investigation,
- a courteous and efficient initial response to your concerns within 10 working days,
- a full and reasoned reply, where necessary,
- advice on further steps you make take if necessary.