

# Information Advice & Guidance

**Available for you**



**CLIENT SERVICES TEAM**

# How to access our services

Our friendly Client Services team are always available to help and support you. Offering a free information, advice and guidance service, they can help you explore your options, discuss your aims and reach your goals.

These services are confidential and respect the privacy of all individuals. Information will only be disclosed with your consent, subject to legal requirements and General Data Protection Regulations.

## WHERE TO FIND US

The Client Services team can be found in the office situated on the ground floor to the left of the main reception. There are a variety of ways that you can contact us:

### Visit us in person during office opening hours:

#### TERM TIME:

Monday 08:30 – 16:00

Tuesday to Thursday 08:30 – 18:30

Friday 08:30 – 16:00

#### OUTSIDE TERM TIME:

Monday to Friday 09:00 – 17:00

### By telephone:

You can contact us during office opening hours on 01737 788444.

There is an answerphone messaging service outside of these times.

### By email:

Email us at: [clientservices@esc.ac.uk](mailto:clientservices@esc.ac.uk). If you wish to apply or enrol using our online forms, visit the College website: [www.esc.ac.uk](http://www.esc.ac.uk).

### Visit us at an Open Event:

Open Event dates can be found on the website: [www.esc.ac.uk](http://www.esc.ac.uk).

**We aim to respond to all enquiries within one working day.**



# How we support you

## INFORMATION, ADVICE & GUIDANCE

Our Client Services team are on hand to offer free and impartial advice with a wide choice of support services which includes:

- ▶ Help with applying to College
- ▶ Providing an initial assessment and interview preparation
- ▶ Help arranging College interviews
- ▶ Information on how to enrol on to a course
- ▶ Information about Further and Higher Education opportunities
- ▶ Information about course levels, qualifications and entry criteria
- ▶ Information about leisure courses
- ▶ Advice about progression opportunities after your course
- ▶ Help with job searches, interview techniques and CV writing
- ▶ Find out more about Traineeship and Apprenticeship opportunities available through the College



## HIGH QUALITY SERVICES

As part of our service to you, we offer:

- ▶ A confidential service
- ▶ A welcoming and friendly environment with professional, knowledgeable, supportive and fully trained staff
- ▶ Up-to-date and accurate information
- ▶ Impartial and accurate information, advice and guidance
- ▶ Respect for diversity and individual needs
- ▶ Strong links with external support services
- ▶ Referrals to other training providers for you if we do not offer the provision that you are looking for



# Need specialist support?

## SPECIALIST SERVICES

All East Surrey College students have access to a range of free specialist support services:

- ▶ Counselling service
- ▶ Pastoral care
- ▶ Careers guidance – all age groups
- ▶ Transition into College
- ▶ Specialist assessment support for people with disabilities and learning difficulties
- ▶ Support for emotional and social issues
- ▶ Assessment of basic skills – literacy and numeracy classes
- ▶ English for Speakers of Other Languages assessment
- ▶ Dyslexia assessment and support strategy to aid your progress
- ▶ Specialist technology and expert teachers for those with visual and/or hearing difficulties
- ▶ Access to alternative viewing formats and access to loop systems or our minicom system

**National  
Careers  
Service**

For information, advice and guidance to help you make decisions on learning, training and work, you can book an appointment with a careers advisor on 01737 788444, who can help with career planning, course options, assessing your skills or developing an action plan.



## FINANCIAL SUPPORT & ADVICE

Our specialist financial support team can offer advice on student funding eligibility, bursaries and loans.

To speak to a Student Bursary Advisor, call 01737 788444, or email: [studentbursary@esc.ac.uk](mailto:studentbursary@esc.ac.uk).

## ADDITIONAL HELP & RESOURCES

Websites that may be of interest include:

**[www.gov.uk](http://www.gov.uk)**

Government advice on learning and funding.

**<https://nationalcareersservice.direct.gov.uk>**

Government advice and guidance for all ages.

**[www.ucas.com](http://www.ucas.com)**

The Universities and Colleges Admissions Service (UCAS) for Higher Education applications.

**[www.careersbox.co.uk](http://www.careersbox.co.uk)**

Career focused site for all ages.

Alternative Education:

**[www.learndirect.co.uk](http://www.learndirect.co.uk)**

**[www.nec.ac.uk](http://www.nec.ac.uk)**

**[www.open.ac.uk](http://www.open.ac.uk)**

**[www.hotcourses.com](http://www.hotcourses.com)**



## OUR MISSION

To provide inspirational, high quality education and training that meets the needs of individuals, employers and our local and wider communities.

## OUR VISION

To serve our communities as their outstanding provider of Further and Higher Education and training.

## OUR VALUES

// Quality // Aspiration // Responsibility //  
Innovation // Openness // Clarity //



Full copies of the College policies including the Equality Policy are published online at [www.esc.ac.uk](http://www.esc.ac.uk), or are available by contacting the Client Services team.

We welcome and value your opinions; feedback forms and a guide to the Client Feedback Policy are also available in Client Services.

**We look forward to seeing you soon.**

