



Summary of our Statement of Service

The following notes set out the major points of our commitment to making your time with ADC College as pleasant and worthwhile as possible. Copies of all Policies and Procedures referred to are available on request

How and when can you contact ADC IT College?

You can, of course, just drop in and meet a member of staff at our premises but you may find it more helpful and constructive to telephone first to make an appointment. Fax and Email are other contact options available.

ADC IT College

11-13 Masons Avenue, Harrow, Middlesex, HA3 5AD

Tel: 020 8424 9424 - Fax: 020 8424 9427

E-mail: info@adc-tt.co.uk - Website: www.adc-tt.co.uk

Opening hours are currently:-

Monday – Friday 9.00 – 5:30 pm (after 5:30 p.m. by appointment)
Saturday 9.30am – 11:30am (5:30 p.m. by appointment)

A member of staff will be available during opening times to answer initial enquiries, or to offer one to one support if you wish to use our self directed learning packages. We run IT, ESOL and Basic Skills courses throughout the year subject to demand. Please ask for details.

(Outside opening hours use our free phone answering service on **0800 328 4316**. Emails will be answered within 2 hours in most cases.)

Access for People with Disabilities

- By prior arrangement, ADC IT College can offer disabled candidates adequate access to learning facilities.
- Such facilities include specially designed equipment to assist use of PC workstations.

What you can Expect from ADC IT College

When you use ADC IT College training you can expect:

- To be warmly welcomed to a pleasant environment by well-trained, qualified, knowledgeable and friendly staff and to be offered individual support and attention to help you achieve your learning goals.
- To be able to attend a short information advice session to help you to identify the best learning option to take. You will be provided with a training plan, that you have approved, which will highlight the learning outcome to be achieved together with support activities.
- To be assessed, if you are uncertain as to the course you wish to follow, so that together we can identify your IT, ESOL and basic skills needs. The results will help us to define the appropriate level of support you need to help you succeed in your training programme at ADC IT College.
- To be provided with high quality training in Information Communication Technology, ESOL and/or basic skills.
- To receive regular progress review sessions as part of your course.
- To have access to up to date computers and other related equipment.
- To be referred to another learndirect centre should we be unable to provide the specific help you need or course you wish to pursue.



What we ask of you

- To uphold our Equal Opportunities, Health and Safety and IT policies. Copies of these are included in this pack.
- To communicate in a pleasant and non-aggressive manner. We will not tolerate bullying nor racist, sexist, abusive or threatening behaviour and reserve the right to withdraw services in such instances and demand that the offender immediately leaves our premises.
- To attend courses regularly and punctually, or inform us if you are unable to attend.
- To provide as much information as possible to enable staff to offer the most appropriate advice.
- To inform us if you have any special requirements.
- To let us know immediately if you are unhappy with any aspect of the service provided.
- To complete our customer questionnaire form.
- To share with us your on-going study and employment plans once you have completed training at ADC IT College.

At ADC we will try to help you to complete your course(s) as quickly as is practical for you. We recognise, however, that you may be forced to change your learning plans at short notice due to unforeseen events or circumstances. Please note that it is your responsibility to advise ADC in advance of your study session if you cannot attend any class. ADC may withdraw you from your enrolled class if you do not attend a learning session without good cause or if there is no prior notification of your absence. Any withdrawals may restrict your ability to undertake the same course in the future either with ADC or another learning provider.

How we can act on your behalf

- We will work in partnership with you helping you to identify your current skills, life and work experience, and learning needs. We are committed to providing you with the means of self-advancement.

Are there limitations to the service we can offer?

- We offer advice and information about learning and employment opportunities, but we do not provide careers guidance.
- Other than by providing translations of written materials, we cannot help people who do not have a basic knowledge of written and spoken English. All our information and training is provided in English.

How you can help us improve our service

We welcome suggestions for improvements in our service and at the end of your training we will ask you to fill in an evaluation form. A close analysis of your observations will be made and we will take appropriate action to correct any shortcomings in our service based on your comments.

What you should do if you are dissatisfied with the service we provide

You can, of course, express your dissatisfaction on the evaluation form, but should you wish to make a complaint during your course, your initial approach should be to try and resolve the problem informally with your tutor. Should that course not be open to you, or you still remain dissatisfied after following such action, you should advise your Tutor that you wish to discuss the matter with Giovanni Caloia, Managing Director of ADC IT College. Alternatively, if you wish, you may contact them 020 8424 9424. They are pledged to assist you as fully as possible to solve your grievance.