

Statement of Service

Who are we?

The Guidance and Welfare Service offers information, advice and guidance to potential, existing and progressing students within The Manchester College. All Guidance and Welfare team members are qualified and experienced. The service is accredited to the national matrix quality standard.

What service do we provide?

We provide confidential and impartial information, advice and guidance on a range of issues, including:

- course choice
- progression from one course to another
- career planning
- finance
- welfare
- benefits
- immigration
- accommodation
- personal support

Where are we based?

We are based on all of the main college sites. Availability of staff will vary from site to site – please contact reception for more details.

How can we help?

We can help in different ways, including:

- drop-in sessions for brief queries
- booked appointments for more in-depth issues
- group work on various topics

Letting us know what you think about the service

We always welcome feedback on the service we provide to all our customers. You can let us know what you think at any point by informal feedback or formally through the college 'Compliments, Comments and Complaints' procedure. In addition, we will regularly ask all service users for formal feedback through a simple questionnaire.

Everything you say is treated in confidence and can help us improve the way we work.



For more information call 0161 203 2100 (option 2)
or email gaws@themanchestercollege.ac.uk
www.themanchestercollege.ac.uk