

Gower College Swansea Customer Charter

Gower College Swansea's vision is to become the best college in Wales. To help us achieve this we have developed a customer charter in order that our learners and staff understand the service we aim to provide and how we can help our learners achieve their learning goals.

Gower College Swansea aims to provide:

- Excellent customer service when you enquire about a college service or course
- Up to date information about the college and the course you are interested in, including costs, through our website, our prospectuses and open evenings
- A full and fair course guidance and admissions process to enable you to enrol on a course that matches your abilities and future plans
- Appropriately trained and qualified staff
- A comprehensive induction and excellent support from lecturers, tutors and, where relevant, specialist staff or partner organisations to enable you to achieve your qualification aim
- Timely and constructive feedback about your progress on your course, including an Individual Learning Plan
- Access to suitable learning resources and facilities appropriate to your course
- A positive environment that supports the college's commitment to equal opportunities and is free from harassment
- Opportunities for you to feedback on the college and your course including through the Student Council, the Learner Voice Survey, the college's Complaints Procedure and curriculum based student forums so that we can continually improve our service
- Information to our customers to demonstrate how we are achieving these aims
- A bi-lingual service as outlined in the college's Welsh Language Scheme.

In order to help us improve our services, Gower College Swansea expects our learners and course sponsors to:

- Provide the right entry information, accept the offer of a place within the time set and attend the induction to your course
- Ask us to explain anything they are not sure of
- Accept responsibility for their own learning
- Read and adhere to the college Student Code of Conduct, Learning Agreements, Student Charter and rules and regulations;
- Treat all their fellow learners, staff, visitors and the college facilities with respect
- Wear and show on demand their Student ID card whilst on campus
- Attend all classes or sessions on time and complete assignments on time
- Tell us if there are important changes to their details or circumstances
- Talk to us if you want to change their course
- Attend any additional courses or learning support sessions they are signed up to
- Give feedback when they have the opportunity
- Be aware of their individual health and safety and report any concerns

The College is committed to continuous improvement. If we do not meet the standards in this charter or you have suggestions on how we can improve please let us know. Your comments will always be welcomed. There are times when it is necessary to make a formal complaint. Details on how to make a formal complaint can be found at college reception points.

This Customer Charter is available from the Library, Student Services and Reception at all campuses and from Student Services in alternative formats.