

Learning Centres Service Policy

All learners enrolled at West Cheshire College have access to the College Learning Centres and their resources.

- We will provide resources and services to support the College learning programmes, taking into account the needs of health and safety, diversity and widening participation
- We will provide where possible a range of different learning environments to support the needs of individual learners and of groups
- We will open during College class times where possible and provide the fullest possible service during these hours (within the constraints of available resources)
- We will provide a helpful and friendly service and will treat our users with courtesy and respect
- We will publicise our services and opening hours through the use of college-wide notices, leaflets, email, information screens, the College web page and intranet, and keep Learning Centre users informed of changes
- We will display clearly our Service Standards and Code of Conduct
- We will provide and support relevant staff development and customer service training for our staff to ensure a quality service
- We will wear name badges and will give our names to our users
- We will seek feedback on our services through focus / user groups, provide a suggestions board and comments forms, hold meetings with staff and students and undertake regular surveys of user opinion
- We will reply to signed comments within two weeks
- We will use comments and suggestions to help us improve our service
- We will make reasonable adjustments to meet the needs of all learners and operate with an awareness of Inclusive Learning and the Disability Discrimination Act
- We will assess our services and facilities against national standards and welcome regular assessment by peers and external assessors
- We will keep any necessary charges to a minimum, and notify our users in advance of any changes

NB The College reserves the right to limit access to College/Learning Centre resources to the duration of your course, in particular very short courses. Your membership will end if you withdraw from your course.