



IAG Statement of Service Offer

EDA COLLEGE

Service Offer

EDA College is determined to offer the following;

- A full, unambiguous and fair access to information, advice and guidance services available for all our internal and external direct and indirect stakeholders like students, employees, vendors, awarding organisations, partner universities and oversight bodies
- Written information on all programmes and related teaching and learning opportunities provided by EDA College
- Advice and guidance on programmes that are offered in other organisations but are not available at EDA College
- A complete support and advice on the ongoing course that you attend with the EDA College
- Information on the criteria of assessment, marking and grading that are related to the course you are attending
- Identify your additional learning needs and provide appropriate academic support
- Signpost you to the sources of information that are not available with EDA College but are useful for you
- Inform you about the complaints procedures along with all other policies

What you should expect from us

- a. Best quality of teaching and learning resources
- b. Your queries are responded timely (within 3 working days) and effectively
- c. Available to you via different modes of communication i.e. face-to-face, email, telephone or MS Teams
- d. Friendly, respectful, polite behaviours from all the staff at EDA
- e. Deal with your issues maintaining privacy and confidentiality

What we expect from you

- a. Bring your issues with best of your knowledge and provide sufficient information to the staff guiding you
- b. Inform us of any special need that you may have e.g. mobility access, hearing or visual impairments etc.



IAG Statement of Service Offer

- c. Treat our staff at all levels with respect and dignity and NOT to use any foul language, gestures or behaviours with them
- d. Participate in any evaluation and feedback surveys that are conducted to improve our services

EDA College Confidentiality Statement

While dealing with you and your admissions, assessments and progression we may need to share some of your personal information with other people or institutions for quality and audit purposes. However, we shall not be sharing any of your information with any unauthorised person or entity.

Your Feedback, Comments and Complaints are welcome

To guide us to improve our services consistently, you are highly encouraged to provide us with your feedback, comments, suggestions and even complaints. Complaints will be treated in confidence and we will do our best to resolve it fairly and quickly in accordance with our complaints procedures. Acknowledgment and follow up actions are guaranteed by maintaining your anonymity will be kept in all cases, if you wish so.

You can make a complaint to us either verbally or in writing to:

Muhammad Tabassum
Principal
EDA College,
Quayside 16th Floor, 260 Broad Street, Birmingham, B1 2HF
email: m.tabassum@edacollege.co.uk