As part of the Ontario College System we provide provincially recognized academic programming and credentials in a supportive environment, to help you plan and reach your educational and career goals.

We care about your success and personal experience and will connect you to supports and services across our college and community to meet your needs.

As part of Lambton College and the Ontario college system, we are able to provide you with:

• recognized, relevant and results-based curriculum taught by qualified teachers
• opportunities to learn about and access post-secondary, apprenticeship and employment choices
• advice to help you plan your next steps beyond this program

We are accountable to you. We will monitor our performance against our service commitments and will publish our results annually. If you would like to comment on the service standards set out here, or if you have any suggestions about how we can improve our delivery of programs and services in any area, please let us know.

This charter has been developed with the support of the College Sector Committee for Adult Upgrading (CSCAU).

When you succeed, we succeed.

Who we are
We are the Academic Upgrading program of Ontario’s 24 publicly funded Colleges. Every year, over 31,000 adults prepare for their future with us.

What we do
We prepare adults for success in college, apprenticeship training or employment, whether or not they have a grade 12 diploma.

Our Service Commitments to you.

We provide relevant, high quality academic upgrading by:

• undergoing regular monitoring and review to ensure high academic standards that meet post-secondary, apprenticeship and labour market requirements
• hiring professional, qualified staff
• tracking and communicating student success rates
• collecting, analyzing, and responding to feedback from learners and other partners

We recognize that, as a learner, you are an individual. We will:

• work with you to create a realistic, individualized plan to meet your personal and academic timelines, goals, and needs
• provide you choice in how you learn, including in-class and online/distance delivery, full and part-time hours, and frequent start dates, whenever possible
• advise us immediately of any changes to your phone number, mailing address, or email address
• stay in touch with us after you have left - we care about your ongoing success
• give us your comments, suggestions and concerns so that we can use them to improve our programs and services

Contact us
Academic Upgrading
519-479-1067
AU@lambtoncollege.ca

Help us serve you better.

We are always looking for ways to improve our services and programs. We value and encourage your input. We are here to serve you.

We welcome your positive comments, but also recognize that it is important for us to know when you have a problem so we can resolve it quickly.

You can give us feedback in-person, by phone, by mail or by email

We want to deal with any concerns at the first point of contact.

If you have a complaint or concern, please:

1. Talk to us. We encourage you to work directly with the point of service that you are not happy with – we are trained, will listen and are eager to make it right

2. If you are not satisfied with the resolution, contact:

Karen Hendra
Manager, Employment Ontario and Cooperative Education
Lambton College
Karen.Hendra@lambtoncollege.ca
519-479-0879

What you can expect:

• other than minor complaints which can be resolved immediately, all complaints will be acknowledged in writing within 5 business days
• we will ensure that steps are taken within 5 business days to begin resolution of the complaint, and inform you about the process and the timetable for resolution
• when it is not possible to resolve the complaint within the stated timeframe, we will advise you on progress every 10 working days
• we will inform you of the outcome and the action taken to resolve the complaint

This Employment Ontario program is funded in part by the Government of Canada and the Government of Ontario.