# POLICY/PROCEDURE: INFORMATION, ADVICE AND GUIDANCE POLICY

Approval required by: SMT Y Governing Body N

SMT Lead: Director of Marketing, Communications & Student Recruitment

Responsible Manager: Head of Student Recruitment

Date approved: March 2018

Date to be reviewed: February 2020

Relevant to: Students Y Staff Y

Visitors Y

Relevant to: All students Y

16-18 Vocational Y Sixth Form Y

Higher Education Y Adults Y

Apprenticeships Y 14-16 Y

Other Y Schools, Colleges and education providers

Relevant to: All staff Y

Board N SPH Y

Managers Y

Teaching staff Y Support staff Y

Accessible to Students Y Staff Y

Friendly version Students Y Staff Y

EQIA required N

Significant changes to policy

Updated policy to include all customer groups.

Impact of changes

None

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# SCOPE AND PURPOSE

The college currently subscribes to the Matrix Standard, a unique quality framework for organisations to assess and measure their information, advice and/or guidance services, which ultimately supports individuals in their choice of career, learning, work and life goals.

The college promotes the value of learning and will provide potential, current and former students, with high quality Information, Advice and Guidance in order to support them to enter and progress in learning and work. The college uses the Matrix Standard to measure the IAG services provided.

## INFORMATION, ADVICE AND GUIDANCE

## The Information, Advice and Guidance (IAG) services will enable college learners and external customers to:

## Develop an awareness and understanding of the range of opportunities for learning, work and career development available to them

## Gather, understand and interpret information and how to apply it to their own situation.

## Consider and explore a range of options, according to their own needs and circumstances.

## The College will ensure that the IAG services are delivered in accordance with the ‘Principles for Coherent Information Advice and Guidance’ as contained within the Matrix Standard.

Accessibility and Visibility - we aim to provide recognised and trusted IAG services

which are publicised, signposted and made available to all customers at times and

venues which suit their needs.

Professional and Knowledgeable - our staff have the ability to quickly and

effectively identify customers’ needs and if necessary signpost or refer them to suitable

alternative services.

## Effective connections – where customers are signposted to suitable alternative services

we support them in that transition.

Availability, Quality and Delivery – our IAG services are targeted to the needs of our

customers. IAG interventions are recorded and audited to ensure quality.

Diversity– we recognise the individuality of our customers and provide a range of

services to reflect this.

Impartial **–** our IAG services support customers to make informed choices, on

study programmes and progression routes, based on their needs, interests and

circumstances.

Responsive – our IAG services reflect the present and future needs of our

customers and the local Labour Market demands.

Friendly and welcoming – we provide services which encourage the customer to

successfully engage with us.

Enabling – our IAG services engage and support customers in becoming lifelong

learners, allowing them to explore and plan their careers through access to and

use of information.

Awareness – we make customers aware of the relevant IAG services available to them and to have an informed expectation of those services.

## Data Protection and Confidentiality

Any records maintained as part of the IAG process are kept in accordance with Data Protection and Confidentiality Guidelines.

IAG services are regularly and systematically monitored, reviewed and evaluated and actions are taken to improve services in response to the findings.

# EQUALITY AND DIVERSITY

An EqIA is not required for this policy.

# LINKED POLICIES AND PROCEDURES

* Data Protection

# LOCATION AND ACCESS TO THIS POLICY

This policy is available on:

* College’s intranet.
* Website.
* Information Unit.
* Student Services.