

ADMISSIONS, INFORMATION, ADVICE AND GUIDANCE (IAG) POLICY

This Policy should be read in conjunction with other College policies and procedures.

College Vision and Values for IAG

Presidency London College aims to provide high quality, impartial, information, advice and guidance services which promote the value of learning to learners of the College, prospective learners of the College and employers or other organisations representing current or prospective learners.

The IAG services support the college values in that the staff are passionate about education & enabling our learners to reach their potential. The IAG staff seek to develop the self-esteem and self-confidence of students. We share our belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position within the organisation.

We value new ideas and approaches and seek new opportunities and solutions to meeting the IAG needs and demands of our learners, employers and the local community whilst supporting national and regional education and economic strategies. We seek to encourage and celebrate creativity and to be supportive of innovation, learning from all that we do. We believe that our staff and students should work in an environment of friendliness, with a clear sense of purpose to achieve our mission and realise our vision.

Student Entitlement

The college is committed to create an IAG experience for the students that is:

- Outstanding and delivered in an excellent environment
- Aspirational, designed to inspire and motivate
- Personalised to suit the student
- Planned to guide students on to the right courses and to support and stretch them
- Developing self-confidence
- Coaching them to be successful and progress on to their next steps

All learners that use the IAG at the college, i.e. students, prospective students and other stakeholders, are entitled to a service that is:

1. Accessible and Visible

Access to IAG should be free from direct or indirect discrimination. Services should be recognised and trusted by learners, have convenient range of entry points from which learners may be signposted or referred to the services they need, and be open at times and in places which suit learners' needs. So, in addition to the Learner Help Centre, IAG is provided to the students, in College prospectuses and marketing material and is available free of charge to any individual on request.

2. Professional and Knowledgeable

IAG frontline staff have the skills and knowledge to identify the learner's needs quickly and effectively. They should have the skills and knowledge either to address the learner's needs or to signpost or to refer them to suitable alternative provision. The learning and development needs of each of the College IAG services is identified during the business planning and staff appraisal processes, alongside national priorities. The identified needs include professional and subject updating via long and short external courses and conferences, leadership and management, employability skills and other developmental activities.

3. Impartial

Learners have the right to information, advice and guidance that is impartial, unbiased and realistic. Where appropriate, referrals will be made to external agencies.

4. Integrated

Links between IAG services are clear from the learners' perspective, regardless of the programme or location of their study. Where necessary, learners will be supported in their transition between services.

5. Aware of, and responsive to Diversity

The range of IAG services reflect the diversity of learners' needs and reflect both learners' present and future needs.

6. Enabling

Enquirers, students, parents, employers, staff and partners should be able to make informed choices about ways in which the college can meet their individual training and development needs. IAG services should encourage and support learners to become lifelong learners by enabling them to access and use information to plan their careers, supporting learners to explore the implications of both learning and work in their future career plans.

7. Patient, Friendly and Welcoming

IAG services encourages learners to engage successfully with the service.

Learners are made aware of this entitlement through the college website, prospectus. During Induction and occasionally during the year, students will be visited in their tutor groups by members of the IAG services who introduce themselves and explain the nature of their services. IAG, Safeguarding & Prevent posters are also visible throughout the college site.

IAG Delivery

This policy applies to all enquiring, enrolled and past students at PLC.

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes.

The following definitions have been used:

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.

Advice – this involves:

- helping a student understand and interpret information
- providing information and answers to questions and clarifying misunderstandings
- understanding their circumstances, abilities and targets
- advising on options or how to follow a given course of action
- identifying needs – signposting and referring students who may need more in-depth guidance and support.

Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance – aims to support students to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- be able to better manage their lives and achieve their potential. Guidance may also involve advocacy on behalf of some students and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

The college pre-assessment includes several elements that relate to IAG including, soft skills development relating to work-readiness, C.V. writing, preparation for interviews and safeguarding. There is also significant IAG taking place within the ILP process with us.

In line with the IAG defined above, the College will provide help with:

- the range of support available at the college
- fees and other financial charges associated with a course of study
- financial assistance available to support those in education and training
- course entry criteria, qualifications, accreditation and modes of study
- equipment, clothing and materials which the student must provide
- impartial careers advice and guidance
- personal goals, aspirations and motivation while on course
- guidance to its current learners to discuss progression

Key Personnel

The Principal is the lead for IAG in the college, he is supported by IAG officer & Executive assistant including tutors, assessors and IQA's.

The college works collaboratively with a range of providers within the learning community in the local borough to enhance its curriculum offer to students. The college is committed to developing quality IAG provision in agreement with its partners, to ensure that the best range of progression opportunities are available, consistency of delivery ensures all students to receive impartial, high quality IAG.

Information on courses is provided by IAG staff, course advisors, tutors & assessors including IQA's and admissions personnel at the enrolment.

Advice provided is impartial and confidential, to enable students and potential students to make informed choices as to the most appropriate route for their personal and career

development. Information and advice is provided by the IAG officer following correct sign posting to the learners.

Guidance is provided by fully trained competent staff and potential and current students can see an advisor face-to-face, telephone or written format. The College promotes and support equality of opportunity and wherever possible the College will seek to provide information in a format which suits the needs of the individual.

Policy Objectives

The College outlines six groups of Strategic Objectives in its “Strategic Directions” document:

- a. Transformational, inclusive and entrepreneurial teaching, learning & assessment
- b. Performance above national standards
- c. Empowered, motivated and entrepreneurial people
- d. Responsive to businesses and communities
- e. 21st Century curriculum in industry standard training environments
- f. To be an Entrepreneurial business

The Policy Objectives below support these as follows (related Strategic Objectives are in brackets):

1. Increase the numbers of queries and applications which lead to enrolments (a).
2. Increase learner satisfaction with the IAG received from the College (a, b, c).
3. Improving College Retention, Success and Achievement rates and measure the impact of the IAG services on these (b).
4. Improve the percentage of students that positively progress to HE, further training, apprenticeships or employment after receiving IAG at the College (b, d).
5. Monitor and ensure equality of access to impartial IAG for the diverse groups of students in the college, such as BME, Disabled, LAC, Young Parents etc. (a, c).
6. Widen the range of appropriate partners and external agencies with which the college IAG services work (d, f).
7. Continually update and improve the staff training and resources to provide up-to-date, impartial and effective IAG for learners (a, d, e).
8. Develop the College business model to offer impartial IAG services to other local organisations (f).

Assessment Review and Evaluation

To ensure a high quality of IAG service, the College will evaluate its provision to ensure that:

- the information, advice and guidance services are delivered in accordance with the College’s IAG Policy.
- the IAG standards are delivered in accordance with the “**Quality Standards for Young People’s IAG**”
- the information, advice and guidance services are delivered in accordance with the “**Principles for Coherent Information Advice and Guidance**” as contained within the Matrix Quality Standard.

- any learner or potential learner with an identified disability will be provided with appropriate support to enable access to IAG services.

The college continues to have the MATRIX standard kite mark for IAG, we continuously review and evaluate our service to achieve the 3-year re-accreditation. Impact data for IAG is collected in several ways who receive IAG and several surveys to capture the views of students, so we can compare yearly. This information feeds into the college self-assessment process at the end of the academic year, we aim to continually improve our IAG services within the college.