

ASPECT Service Standards 2017/18

1	<p>Weston College learners are continually informed about how careers information, advice and guidance services can help them and how to access the services they need. CIAG services are promoted via:</p> <ul style="list-style-type: none"> - Induction - Promotional materials - Learner publications e.g. Student Handbook - Theme Weeks - Embedded into and responsible for aspects of the College's PSD tutorial programme - Targeted work with tutors (as first point of contact) <p>ASPECT aim to achieve</p> <ul style="list-style-type: none"> - 100% of learners know how to access careers advice and guidance - 100% of staff are aware of the service offer and know how to refer a learner for careers advice and guidance
2	<p>Learners receive information, advice and guidance that is aspirational and impartial that allows them to make well-informed and realistic decisions about learning and career options, including further and higher education, apprenticeships, gap years, volunteering and employment</p> <ul style="list-style-type: none"> - School engagement <ul style="list-style-type: none"> *100% of all school careers events attended *Successfully deliver and evaluate all aspects of the Engaging Schools Programme *Support all Weston College Open Evenings and Collegiate Interviews - Tutorial programmes and theme weeks <ul style="list-style-type: none"> *100% of college L2 and L3, Year 1 learners to receive all tutorials delivered by ASPECT that form the PDBW calendar *ASPECT to deliver three careers-related theme weeks over the academic year - 1:1 appointments <ul style="list-style-type: none"> *Both current and prospective learners and influencers to be able to access 1:1 impartial IAG - Both college and prospective learners to have access to an array of online resources
3	<p>As key influencers, parents and carers are informed how information, advice and guidance services can help learners and know how these services can be accessed. To complement this, ASPECT will deliver a high-quality service in regards to parts of the College's parental engagement strategy that they are responsible for.</p> <p>ASPECT will:</p> <ul style="list-style-type: none"> - Lead on the coordination and quality assurance of Parents' Information Evenings - Attend 100% of Year 9-11 parents' evening held at the four Weston schools - Ensure a current and needs-led parents' IAG publication is produced - Facilitate and promote two IAG parents' evening for parents of college learners <ul style="list-style-type: none"> *Higher Education *Student Finance

4	<p>To ensure a responsive and learner-led service.</p> <p>ASPECT will deliver the following service outcomes:</p> <ul style="list-style-type: none"> - All IAG referrals to be contacted within 5 working days - All IAG action plans to be uploaded to the eILP within 5 working days
5	<p>Information, advice and guidance services are regularly and systematically monitored, reviewed and evaluated, and actions are taken to improve services in response to the findings.</p> <ul style="list-style-type: none"> - Surveys and feedback mechanisms <ul style="list-style-type: none"> *90% receive helpful/very helpful advice and guidance pre-application *90% rate the service good/excellent - Process audits <ul style="list-style-type: none"> *Termly audits will be carried out by the School Liaison, Student Progression and IAG Manager - Staff observations and Quality Assurance reviews <ul style="list-style-type: none"> *Each member of staff of ASPECT will be observed twice in the academic year *All schemes of work and lessons plans will be subject to the College TLA review
6	<p>Staff providing information, advice and guidance are appropriately qualified, work to relevant professional standards and receive continuing professional development, as well as support department and college to achieve external recognition for its IAG delivery.</p> <ul style="list-style-type: none"> - All staff to hold or be working towards a IAG level 3 qualification - ASPECT staff will support the College maintain its Matrix accreditation