

# Information, Advice and Guidance (IAG) Policy and Procedure

(updated September 2020)



WESTON  
COLLEGE

## Policy Statement

Weston College promotes the value of learning and will provide potential, current and former students with Information, Advice and Guidance in order to support them in their choice of appropriate study programmes / careers. Information, Advice and Guidance will be available during all stages of a student's journey with Weston College.

## Context

In order to achieve their chosen qualifications, Weston College recognises the student's need to be on the right course, at the right time and with appropriate support. Weston College also has a moral and ethical obligation to ensure all students are recruited with integrity.

Weston College intends to provide appropriate Information, Advice and Guidance, free of charge, to all students within a reasonable timeframe.

## Aims

- All IAG services contribute to the College's mission of 'creating brighter futures' by supporting their success, progress and wellbeing through the provision of high quality IAG services and opportunities.

## Objectives

- Increase participation in learning at all levels, but in particular amongst those students not yet holding a full Level 2 or 3 qualification, through the provision of timely and high quality IAG services
- College students are aware of the IAG services available to them and how to access them
- All students accessing careers guidance services will have a positive outcome in terms of application, enrolment, re-enrolment or referral to a more appropriate source
- Actively seek opinions of our students in order to improve the quality of the IAG services. All students accessing CEIAG services will be asked to complete a survey

## Principles

Weston College adopts the below principles as a basis for its IAG Services, which support three strategic themes:

- Improving access to information, advice and guidance
- Improving the quality of information, advice and guidance services

- Improving professional development of staff

*Accessibility and Visibility* - we aim to provide recognised and trusted IAG services which are publicised, signposted and made available to all students at times and venues which suit their needs. Utilising sharepoint, Teams and e-ILP we aim to ensure students have up-to-date resources and support within their reach.

*Professional and Knowledgeable* - our staff should have the ability to quickly and effectively identify students' needs and provide quality and current advice and guidance. Staff is required, also need to have the knowledge to signpost or refer learners to suitable alternative services.

*Effective connections* - where students are signposted to suitable alternative services we aim to support them in that transition.

*Availability, Quality and Delivery* - our IAG services are targeted at the needs of our students. IAG interventions are recorded and audited to ensure quality.

*Diversity* - we recognise the individuality of our clients and provide a range of services to reflect this.

*Impartial* - our IAG services aim to support students to make informed choices, on study programmes and progression routes, based on their needs, interests and circumstances.

*Responsive* - our IAG services aim to reflect the present and future needs of our students and the local Labour Market demands.

*Friendly and welcoming* - we aim to provide services which encourage the student to successfully engage with us.

*Enabling* - our IAG services aim to engage and support students in becoming life-long learners, allowing them to explore and plan their careers through access to and use of information.

*Awareness* - we aim to make clients aware of the relevant IAG services available to them and to have an informed expectation of those services.

## Scope

This policy applies to the following:

- Enquirers and prospective students and their parents who do not yet study at Weston College, but are considering us as a study option.
- Current students and their support network who are enrolled on a programme of study
- Leaving students who require support in progressing their training, career, or future goals and next steps.

## Confidentiality

Weston College staff delivering Information, Advice or Guidance aim to ensure that the procedures they adopt in the utilisation of confidential information comply with the legal framework provided by the General Data Protection Regulation and the College's Data Privacy Statement.

All information gathered in the course of discussion with an individual should be regarded as confidential. Any limitations with regard to confidentiality will be made absolutely clear to the client at the earliest possible stage.

The limitation operating in the College is where a client discloses information that leads staff to believe that the client or others may be at risk of significant physical, sexual or emotional harm or neglect, or radicalisation. In other cases, where staff consider it useful to the student to disclose information revealed in confidence by a client, to a 3rd party, staff will gain informed consent from the client to do so.

## Service

You can expect us to:

- Offer free, impartial and informed IAG.
- Respect confidentiality (see above section on confidentiality).
- Provide an appropriate and timely responses across all our services
- Ensure that our IAG staff are trained and knowledgeable and follow an appropriate programme of staff development.
- Work to the national matrix standard awarded to Weston College IAG services for the quality of the service we provide.
- IAG at Weston College is provided by a range of people, some of whom provide specialist support.

## We welcome your feedback

We regularly use student feedback questionnaires and surveys to inform our service development and we encourage you to take part and share your views and comments.

## Making a Complaint

If for any reason you are unhappy with our service, your complaint will be fully investigated, in confidence, and we will do our best to resolve it fairly and quickly in accordance with the [Weston College Complaints Policy and Procedure](#).