

IAG Policy and Procedures

Policy Statement

Park Education and Training Centre encourages the acquisition of knowledge and skills by offering first class learning opportunities and will provide potential, current and former learners with Information, Advice and Guidance to support them in their choice of appropriate study programmes / careers. Information, Advice and Guidance will be available before enrolment and at all stages during the program.

Context

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

Our training centre intends to provide appropriate Information, Advice and Guidance, free of charge, to all learners within a reasonable timeframe.

Aims

- Improve the success, progress and employability of our learners through access to high quality IAG and outstanding learning opportunities.

Objectives

- Increase participation in learning at all levels, but in particular amongst those learners not yet holding a full Level 2 or 3 qualification, through the provision of timely and high quality IAG services
- 100% of learners to receive immediate Information and Advice on enquiry
- 100% of learners requiring a Guidance appointment will have one scheduled and be notified within 5 working days
- 100% of those learners accessing 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 learners in order to improve the quality of the IAG services. A minimum of 10% of all learners accessing Information and Advice services will be asked to complete an IAG questionnaire.

Principles

Park Education and Training Centre adopts the following principles as a basis for its IAG Services:

Accessibility and Visibility - we aim to provide IAG to all learners at times and venues which suit their needs.

Professional and Knowledgeable - our staff should have the ability to quickly and effectively identify learners' needs and if necessary signpost or refer them to suitable alternative services.

Availability, Quality and Delivery – our IAG services are targeted at the needs of our learners. 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 learners 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 learners 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 learners 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.

Procedures

Our Team will:

- Make clear in all promotional material the opportunities available to learners.
- Ensure that all information in printed or web format are accurate and updated regularly.
- Ensure that the stocks of prospectuses and other information materials are current and appropriately displayed.

All admin staff, assessors and tutors will:

- Provide accurate and appropriate Information and Advice on all aspects of the centre and its courses and, where necessary, signpost to appropriate alternative services.
- If further guidance, within centre is required, an appointment with the subject specialist will be arranged in a timely manner.
- Respond to requests for information (made by email, letter or telephone) in a prompt and efficient manner, within 5 working days.

- Maintain waiting lists for courses that are full and communicate to our learners when a new offering is available.

Centre Manager will:

- Make potential / actual learners aware of our IAG Policy.
- Provide year round informed and impartial guidance services through individual appointment slots. Ensure that a minimum of five pre-bookable interview slots are available on a weekly basis and that diary is made available for alternatives as needed.
- Address the individual aspirations of each potential / actual student during guidance sessions.
- Oversee IAG for learners progressing internally and externally.
- Work with staff to create suitable and accurate marketing materials and ensure their distribution.
- Measure and improve the quality of Information, Advice and Guidance through various sources such as:
 - IAG observations
 - Staff Feedback
 - Client feedback
 - Self Assessment
 - Feedback from other organisations
- Oversee the availability of on-course Information, Advice and Guidance and associated activities.
- Ensure that marketing and publicity materials are representative, accurate and updated as necessary during the year.
- Ensure an annual review of the IAG Policy and Procedure.
- Hold regular staff meetings including IAG as an item for discussion.

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