



Information, Advice & Guidance Statement of Service

Date of Publication	November 2017
Date of Review	September 2019
Line Manager Responsible	Karen Stencel-Wade
Policy Creator	Alice McMahon
Approved by	Gina Moore

The College aims to provide a high quality information advice and guidance service which will enable staff, students, employers and enquirers to make informed choices about ways in which the college can meet their individual training and development needs.

We can provide information, advice and career guidance with a qualified guidance professional on the following:

- ▼ Choosing the right course, decision making and establishing realistic goals
- ▼ Fees and financial support
- ▼ Learning support
- ▼ Progression options (for example apprenticeships or employment)
- ▼ Support with UCAS applications
- ▼ Referral – direction to other courses, agencies or resources
- ▼ Identification of barriers and action planning

To implement the policy the College will:

- ▼ Provide accurate and impartial information, advice and guidance to existing and potential students about the courses, qualifications and support services we offer
- ▼ Provide accurate and impartial information, advice and guidance to employers about the courses, qualifications and training services we offer
- ▼ Provide accurate and impartial information, advice and guidance to college staff about their rights, entitlements and responsibilities as employees, about staff development procedures and opportunities, about performance management and grievance procedures, and about opportunities to contribute to college strategic

planning

- ▼ Provide a service that conforms to the standards laid down by the National Information, Advice and Guidance Board, and which meets the standards required for Matrix accreditation
- ▼ Provide a service which is confidential to the individual, and which meets the highest standards of equality of opportunity

All IAG is conducted by qualified professionals through individual discussions, classroom sessions, telephone or email. To access our IAG service please contact Alice McMahon on 01628 827 326 or email amcmahon@bca.ac.uk

1.0 Values

In line with BCA purpose we provide high quality education that gives our students the knowledge, skills and experience to be successful in their chosen career.

2.0 Aims

- ▼ To provide all learners and potential learners with impartial information, advice and guidance that empowers them to make self-determined choices about learning and progression.
- ▼ To ensure equality of opportunity for all persons seeking to study within the college and to welcome the applications and enrolments from all individuals with the potential to succeed.
- ▼ To actively support and promote equality and diversity in all matters relating to education and employment. To identify and eliminate attitudes, practices and procedures which discriminate against people on grounds of age, gender, race, sexual orientation, disability, religion/belief, gender reassignment, social background, marital status, nationality/citizenship or any personal characteristic of the individual/s and the actions of comments are viewed as demeaning and unacceptable to the recipient.

3.0 Objectives

Our objectives are to ensure that;

- ▼ Quality information, advice and guidance will be readily available to our learners in a range of formats and forums at different stages of the learner journey.
- ▼ IAG staff are appropriately supported and their training updated to deliver effective IAG, meeting the required standards.

- ▼ We provide information, advice and guidance on about provision at BCA, choosing the right course, fees and financial support, learning support and progression opportunities
- ▼ Learners are signposted or referred within or beyond BCA when appropriate.
- ▼ BCA policies relating to Equality & Diversity, Complaints and Appeals, Confidentiality, Safeguarding and Data Protection are applied within the service.
- ▼ Students and staff are provided with a range of opportunities to feedback on the IAG service.
- ▼ Information from the feedback results in improvements to the service which are widely communicated.

These objectives will be measured through self-assessment and review.

4.0 We expect our clients:

- ▼ To attend appointments (or inform of cancellation)
- ▼ To contact us promptly if there are concerns about studies
- ▼ Give as much relevant information as possible to help us respond to your enquiries
- ▼ To treat college staff and fellow students with respect
- ▼ Feedback on the service received

5.0 Key Performance Indicators for IAG

The aims and objectives are measured by the following data:

- ▼ Attendance – Benchmark (student expected 100%, whole college minimum of 92 %)
- ▼ Retention – Benchmark (minimum of 93%)
- ▼ Accredited success rates – Benchmark (minimum of 87 %)
- ▼ ALS and Fees and funding applications – 100% of requests via enrolment forms receive a timely response

Feedback

- ▼ Student voice
- ▼ Early exit interviews/tutorials
- ▼ Course evaluations (students and tutors)
- ▼ Website feedback
- ▼ Analysis of complaints

Training and Support;

- ▼ Staff training records and feedback

Quality monitoring;

- ▼ Observations of teaching and learning
- ▼ Curriculum quality review boards

- ▼ External moderation reports from awarding bodies
- ▼ Monitoring of relevant policies and procedures, for example – Equality & Diversity

IAG Objective	Student IPs	Early Leavers Survey	Publicity, website, feedback and monitoring	Complaints	Training, training records and feedback	External moderation reports	Policies and Procedures	Destinations Database and Data	Course Evaluations
Quality information, advice and guidance will be readily available to our learners in a range of formats and forums at different stages of the learner journey	√		√	√	√			√	
IAG staff are appropriately supported and their training updated to deliver effective IAG, meeting the required standards					√		√		
We provide information, advice and guidance on about provision at BCA, choosing the right course, fees and financial support, learning support and progression opportunities	√		√	√			√	√	√
Learners are signposted or referred within or beyond BCA when appropriate		√				√	√		
BCA policies relating to Equality & Diversity, Complaints and Appeals, Confidentiality, Safeguarding and Data Protection are applied within the service							√		
Students and staff are provided with a range of opportunities to feedback on the IAG service	√	√	√	√				√	√
Information from the feedback results in improvements to the service which are widely communicated			√						