

Information, Advice and Guidance Policy

The Aims and Objectives of the Policy: The purpose of this policy is to establish how the service will ensure that all learners have access to good quality and embedded information, advice and guidance (IAG). This policy is in line with JFC Training College priorities, our service vision and supports the achievement of our business objectives.

The aim of IAG is to ensure that all learners have equal access to impartial information, advice and guidance and are supported in their chosen progression opportunities. The College aims to provide high quality information, advice and guidance services that are accessible and support learners to enrol and progress in learning and work.

INFORMATION, ADVICE AND GUIDANCE (IAG) SERVICES

The IAG services will enable JFC Training College learners to:

- Develop an understanding and awareness of the range of opportunities for learning, work and career development available to them
- Gather, understand and interpret information and how to apply it to their own situation
- Consider and explore a range of options, according to their own needs and circumstances.
- Support our learners to make the right choices at the right times in their lives.
- Empower our learners to achieve their learning goals and to develop independence in their choices and decisions.
- Support the improvement of our learners' retention and success rates.

Accessible and Visible: IAG services should be recognised and trusted by learners, have convenient 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 their needs.

Professional and Knowledgeable: IAG staff should be appropriately trained and qualified to provide a high level of service. They should have the skills and knowledge to identify and address quickly and effectively the learners needs or to refer them to suitable alternative provision. Information provided by the college should be up to date, accurate and clear.

Availability, Quality and Delivery: IAG services should be targeted at the needs of learners and be informed by social and economic priorities at local and national

levels. Learners should have the opportunity to meet with a member of the IAG team at college or in the workplace.

Diversity: The range of IAG services should reflect the diversity of learners' and employers' needs. Information and guidance should be accurate and inclusive, meeting the needs of all people irrespective of age, ability, ethnicity, religion, sexual orientation or gender. Learners will be informed of what will happen. If, at any time, learners do not understand what is going on, they will be encouraged to ask their internal quality assurer to explain.

Impartial. IAG services should be impartial and support learners to make informed decisions about learning and work based on their needs and circumstances. We will help learners to look at what other providers are offering. They will be informed how to find out more, perhaps given a phone number or website address.

Friendly and Welcoming: IAG staff should be friendly and welcoming, encouraging learners and other positional learners to engage successfully with the college.

Enabling: 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.

To provide impartial information, advice and guidance to all learners that enables them to make informed choices about their options and next steps in relation to their chosen programme.

Awareness: Learners and people requiring information should be aware of the IAG services that are relevant to them and have well informed expectations of the services.

Data Protection and Confidentiality: Any records maintained as part of the IAG process must be kept in accordance with General Data Protection and Confidentiality Guidelines.