

# Information Advice and Guidance (IAG) Policy



Version No	Purpose/Change	Lead	Review Date	Next Review Date
9.0	Update of Policy	Adel Bellalem	September 2022	September 2023

## Table of Contents

1. IAG Aim.....	2
2. IAG objectives.....	2
3. IAG Implementation.....	3
4. IAG Service Users.....	3
5. Delivery of IAG.....	3
6. Confidentiality.....	5
7. Equal Opportunity.....	5
8. Feedback, Comments and Complaints.....	5
9. Appendix A	<i>IAG Interview Form</i>
10. Appendix B	<i>IAG Process</i>
11. Appendix C	<i>KPI for IAG</i>
12. Appendix D	<i>Referral Form</i>

## 1. IAG Aim:

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

*MTC's key priorities outline our commitment to developing a robust and stable careers provision:*

- *Our learners will demonstrate a measurable improvement in literacy, numeracy and employability skills.*

- *Our learners will progress to employment or higher-level learning with strong values and skills, allowing them to make a positive contribution to community.*

## 2. IAG Objectives:

Our IAG objectives are to:

1. provide impartial information, advice and guidance to learners at all stages of their learning journey, these include; **pre-learning, induction, in-learning and post-learning on exit**
2. 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 course programme/s and aspirations
3. provide support that **enables learners to develop self and opportunity awareness**
4. **achieve** nationally recognised qualifications
5. make a **positive progression** into employment or further learning and/or training
6. empower potential and existing learners to achieve their study and career goals and to develop independence in their decision making
7. ensure that the delivery of IAG within the College is responsive to changes and developments both internally and externally, including changes to our learner markets
8. support the improvement of learners' completion and progression rates
9. work proactively and collaboratively internally to enhance the effective delivery of IAG.
10. identify and work in partnership with external organisations to inform and enhance our service to learners.
11. provide learners' professional, timely, accurate, current, clear, impartial, and relevant advice. Advice provided is aimed to flourish in achieving goal, building confidence, boosting self esteem, understand how funding works, informed decision making, break boundaries and raising aspiration.

### 3. IAG Implementation:

To implement the policy MTC learning will provide:

- A confidential, impartial and objective information and advice service to all applicants concerning learning opportunities, qualifications and progression opportunities and how to access them
- Written information, where requested, on all courses and opportunities
- Support throughout the programme to assist learning and personal development
- Advice and services to enable learners to study effectively if they have support needs
- Signposting and referral services to other agencies if MTC is unable to offer the information or advice which learners require.
- Accurate and impartial information, advice and guidance to MTC 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.
- 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

### 3. IAG Service Users

- Current students who are enrolled on a course of study at MTC learning and are interested in doing another course.
- Enquirers and prospective students who do not yet study with MTC learning but are considering us as a study option.
- Employers who want information about our courses, or about the bespoke training we can offer.

### 4. Delivery of IAG

What can you expect from us?

1. **Accurate and impartial information, advice and guidance** on the full range of services we offer, as detailed below. We offer information and advice on courses and qualifications available at MTC learning. If study elsewhere is more appropriate then we will, where possible, suggest alternatives.
2. **A service that conforms to national standards.** We aim to meet the Principles for Coherent Service Delivery laid down by The National Information, Advice and Guidance Board. This means that our service will be:
  - ✓ Accessible and Visible
  - ✓ Professional and Knowledgeable

- ✓ Impartial
  - ✓ Responsive to your needs
  - ✓ Friendly and welcoming
3. **Equality of Treatment.** We aim to treat all our students solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnicity, age, socio economic background, disability, religious or political beliefs, family circumstance, sexual orientation or any other irrelevant distinction.
4. **Confidentiality.** In order to provide the best possible service to you we keep a record of your details, your academic record and your contacts with us. This record can only be accessed by authorised staff who need to see this information as part of their work. We take all appropriate physical, technical and contractual measures to ensure that your information cannot be used by anyone outside MTC learning.

**In order to provide effective information, advice and guidance MTC' staff will:**

- Be welcoming and friendly
- Be professional and knowledgeable
- Answer enquiries by telephone or e-mail or offer an individual face to face appointments
- Treat all learners fairly
- Tailor its services to meet learners' individual needs
- Respond to written correspondence requests within 5 working days
- Respond to telephone call requests within 2 working days
- Acknowledge or reply to e-mails within 2 working days

**What do we expect from you?**

1. As much relevant information as you can give us so that we can answer your enquiry fully; for example, disclosing a disability or additional requirement to enable us to provide extra support if applicable.
2. If you have any questions or concerns about your application, your enquiry, your course or your progress, we expect you to contact us as soon as possible in order to resolve the issue.
3. Contact MTC promptly if they have any questions or concerns about their studies
4. Attend all interviews, which have been arranged with MTC staff on time
5. Be honest and open during interviews and support session and to work towards meeting their agreed aims
6. To treat MTC's staff and fellow students with respect

### **Learners are asked to:**

- Provide as much relevant information as they can to help staff respond to their enquiry fully
- Contact MTC promptly if they have any questions or concerns about their studies
- Attend all interviews, which have been arranged with MTC staff on time
- Be honest and open during interviews and support session and to work towards meeting their agreed aims
- To treat MTC's staff and fellow students with respect

## **5. Confidentiality**

In order to provide the best possible service MTC Learning will keep a record of learners' details and a summary of discussions between staff and learners. This record can only be accessed by authorised staff who may need to see this information as part of their work. MTC Learning complies with the requirements of the Data Protection Act 1998.

## **6. Equal Opportunities**

MTC Learning welcomes enquiries from all people regardless of their age, race, colour, gender, and sexual orientation, religious or political beliefs, disability, marital status, or background.

MTC Learning is committed to the aim that everybody is given equal opportunity to access our information, advice and guidance services and training resources.

## **7. Feedback, comments and complaints**

We are committed to developing the quality of our services and we regularly seek the views of our students to find out how far they are satisfied with the courses and support provided by MTC learning.

We welcome any comments you have which may help us to improve our services. If you are a student with us you can pass your comments directly to your course tutor or learning coordinator. If you are not yet a student you can contact us through:

- Our website ([www.mtclearning.org](http://www.mtclearning.org))
- Our Admin team on **020 8556 3775**.

We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with MTC's complaints procedure, a copy of which can be obtained from our Admin team on:  
**020 8556 3775**

## **APPENDIXES**

**Appendix A**

# Initial Advice & Guidance Interview

*To be completed by the interviewer*

**BENEFICIARY DETAILS**

<b>Family name</b>	
<b>First name(s)</b>	
<b>Address</b>	
<b>Contact Number</b>	

**INTERVIEW QUESTIONS**

How long have you lived in the UK?				
What are you currently doing?				
Have you had any experience of paid work or voluntary work?	Yes		No	
If (Yes) please state	<p>.....</p> <p>.....</p>			
Have you been to a school, college or training?	Yes		No	
If (Yes) please state	<p>.....</p>			



	.....			
Are you actively looking for work?	Yes		No	
If (No) please state the reason(s)	..... .....			
Do you have any Disability or Learning Difficulty?	Yes		No	
If (Yes) please state	..... .....			
When are you available to study?	Full Time		Part time	Evening
What type of support /Course do you require?	<ul style="list-style-type: none"> <li>• English &amp; Maths</li> <li>• Communication Skills</li> <li>• Confidence building</li> <li>• CV writing/Printing</li> <li>• Digital Skills (including email access)</li> <li>• Job search</li> <li>• Applying for Jobs</li> <li>• Interview skills and Techniques</li> <li>• Other (please specify) .....</li> </ul>			

## INTERVIEW RESULTS

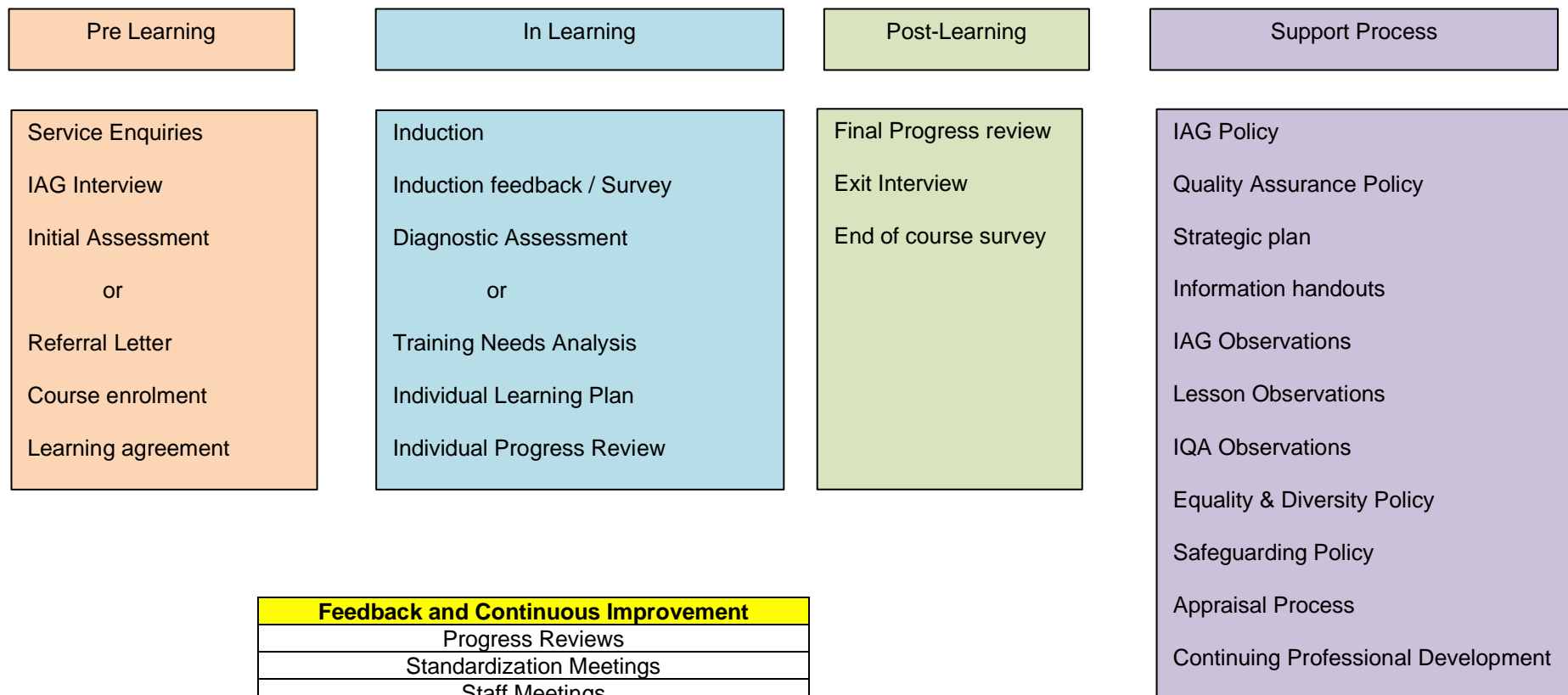
Functional Skills English	Yes		No	
Functional Skills Maths	Yes		No	
ESOL	Yes		No	
Digital Skills /ICT	Yes		No	
Employability Skills	Yes		No	
Other ( <i>Please specify</i> )	<p>.....</p> <p>.....</p>			

### Notes

Name of interviewer	
Date of interview	

Appendix B

MTC Information, Advice & Guidance Process



Feedback and Continuous Improvement
Progress Reviews
Standardization Meetings
Staff Meetings
Management Meetings
Lesson Observations
IAG Process Observation
Learners Questionnaires
CPPD process

## Appendix C

### Key Performance Indicators for IAG

#### The aims and objectives are measured by the following data:

- Attendance – Benchmark (student expected 100%, minimum of 92 %)
- Retention – Benchmark (minimum of 96%)
- Accredited success rates – Benchmark (minimum of 95 %)
- ALS– 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 & 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

	Objectives	Key Performance Indicators
1	Provide impartial information, advice and guidance to learners at all stages of their learning journey, these include; <b>pre-learning, induction, in-learning and post-learning on exit</b>	<ul style="list-style-type: none"> <li>• IAG form completed for each learner: signed and dated</li> <li>• Individual action plan with clear and SMART objectives</li> <li>• Tutorial form completed</li> <li>• Induction checklist completed and signed by learner</li> <li>• Exit questionnaires</li> </ul>
2	Provide impartial information, advice and guidance to all learners that enables them to <b>make informed choices</b> about their options and next steps in relation to their chosen course programme/s and aspirations	<ul style="list-style-type: none"> <li>• Induction Evaluation form</li> <li>• Course Evaluation questionnaire</li> <li>• Exit questionnaire</li> <li>• Tutorial form</li> </ul>
3	Provide support that <b>enables learners to develop self and opportunity awareness</b>	<ul style="list-style-type: none"> <li>• Individual Action plan</li> <li>• Assessment plan</li> <li>• Individual Learning Plan</li> </ul>
4	<b>Achieve</b> nationally recognised qualifications	<ul style="list-style-type: none"> <li>• Achievement certificate</li> <li>• Awarding body results</li> <li>• Assessor/IV/EV feedback</li> <li>• Assessment plan</li> </ul>
5	Make a <b>positive progression</b> into employment or further learning and/or training	<ul style="list-style-type: none"> <li>• Exit questionnaire</li> <li>• MTC job Reference /referral</li> <li>• Progression form</li> <li>• Job Search action plan</li> </ul>
6	Empower potential and existing learners to achieve their study and career goals and to develop independence in their decision making	<ul style="list-style-type: none"> <li>• Individual Action plan</li> <li>• Assessment plan</li> <li>• Individual Learning Plan</li> </ul>

7	Ensure that the delivery of IAG within the College is responsive to changes and developments both internally and externally, including changes to our learner markets	<ul style="list-style-type: none"> <li>• Review meetings</li> <li>• Staff development days/ INSET</li> <li>• Sharing good practice</li> </ul>
8	Support the improvement of learners' completion and progression rates	<ul style="list-style-type: none"> <li>• Review student performance and progression in Staff/ Management meeting</li> <li>• Self-Assessment Report</li> </ul>
9	Work proactively and collaboratively internally to enhance the effective delivery of IAG	<ul style="list-style-type: none"> <li>• Review meetings</li> <li>• Staff development days/ INSET</li> <li>• Sharing good practice</li> <li>• Feedback from surveys</li> <li>• Learner voice and feedback</li> </ul>
10	Identify and work in partnership with external organisations to inform and enhance our service to learners.	<ul style="list-style-type: none"> <li>• Review meetings</li> <li>• Staff development days/ INSET</li> <li>• Sharing good practice</li> <li>• Feedback from surveys</li> <li>• Learner voice and feedback</li> </ul>
11	Provide learners' professional, timely, accurate, current, clear, impartial, and relevant advice. Advice provided is aimed to flourish in achieving goal, building confidence, boosting self-esteem, understand how funding works, informed decision making, break boundaries and raising aspiration.	<ul style="list-style-type: none"> <li>• IAG form completed for each learner: signed and dated</li> <li>• Individual action plan with clear and SMART objectives</li> <li>• Tutorial form completed</li> <li>• Induction checklist completed and signed by learner</li> <li>• Exit questionnaires</li> <li>• External visitors</li> <li>• Website/leaflets/Facebook/social media</li> </ul>

**Appendix 4**

# Referral Form

Referring Centre	
Centre:	Telephone No:
Address:	Fax No:
Name of advisor:	Email address:
Client Details	
Name	Tel (if client can be contacted):
Address	D.O.B.
Post Code	
Is an interpreter needed? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, which language?	
Details of Client's Enquiry	
Reason for referral	
Centre Referred to	
Name:	Adviser name:
Address:	Telephone No:
Post Code:	Email address:
Appointment	
Date:	Time:
Cost implication:	
Client Authorisation for Referral	
I authorise my case to be referred to the above centre	
Client Signature ..... Adviser Signature .....	
Date .....	Date .....

**Part B – To be completed by the centre client was referred to upon conclusion of the case.**

Client Details	
Name	Telephone No:
Address	
Post Code:	
Centre Details	
Name	Adviser name
Address	Telephone No:
Post Code:	Email address:
Details of outcome of client's case	
Date client's case concluded.....	
Further appeal or review <input type="checkbox"/> Yes <input type="checkbox"/> No	
Client Feedback	
Was the client satisfied with the outcome? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If no, please give details	
I confirm that the above details are correct	
Adviser signature .....	Date.....
Print name .....	

Upon conclusion of the case please return this form to:

**MTC Learning**  
**1<sup>st</sup> Floor Alison House**  
**638 High Road Leytonstone**  
**London E11 3DA**

MTC Learning thanks you for taking the time to complete and return this form so we can keep our records up to date.