

## UK Graduate College

### Information, Advice and Guidance Policy & Procedure

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<b>Related Policies</b>	<ul style="list-style-type: none"> <li>• Admissions Policy, Procedure and Process (HE and Pathway)</li> <li>• Student Recruitment, Selection and Admissions Policy (Further Education)</li> </ul>
<b>External Reference Points</b>	<ul style="list-style-type: none"> <li>• OfS C1 and C5</li> </ul>

#### Who does this policy apply to?

<b>If you are...</b>	<b>Then..</b>
Enquiring about a programme leading to an award from any programme delivered by Uk Graduate College	All parts of this policy apply
A current UKGC student enquiring about progression opportunities	All parts of this policy apply

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## 1. Introduction

- 1.1. Good Information, Advice and Guidance is key to supporting students into the appropriate programme of study, ensuring the student has the correct key information on potential career pathways.
- 1.2. This policy and the process underpinning it, aim to meet [the Matrix Standard](#) to ensure that all our service users get the best possible information, advice and guidance.
- 1.3. When the information, advice and guidance is effective, students' aspirations are raised and they are better placed to progress into graduate roles.

## 2. Purpose

- 2.1. The purpose of the policy is to ensure that all students who are undertaking a programme of learning, potential and former students, receive high quality Information, Advice and Guidance (IAG) in order to support them to enter and progress in learning and work.
- 2.2. UK Graduate (the College) will support students to develop the skills to:
  - Understand 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 aspirations.
  - Consider and explore a range of options, according to the needs and circumstances of the student, including development of realistic and informed decision-making skills.
  - Successfully transition between learning, training and work
- 2.3. UK Graduate will ensure that the IAG services are delivered in accordance with:
  - The 'Principles for Coherent Information Advice and Guidance' as contained within the Matrix Standard.
  - The Quality in Careers Standard.
- 2.4. For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes provided throughout the student journey. The following definitions have been used:

### Information:

Information on opportunities shared through media including:

- face to face contact
- flyers, brochures and other printed matter
- telephone help lines
- websites, videos and social media

### Advice:

- support to understand and interpret information
- further information and answers to questions, clarifying misunderstandings
- considering circumstances, abilities, targets and goals
- advising on options or how to follow a given course of action
- signposting and referring for more in-depth guidance and support
- usually provided on a one-to-one basis but may also be in groups

**Guidance:**

Working with the student, supporting them to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- take ownership of their plans, planning realistic targets and taking steps to achieve their potential.

**Student Entitlement**

We are committed to creating an IAG experience for the student at each stage of their student journey which is:

- delivered in a suitable, accessible environment
- respectful of the diversity of students' present and future needs
- aspirational, designed to inspire, motivate and develop self-confidence
- personalised to suit individual needs
- planned to support, stretch and guide on to the right courses
- contributing to positive health and wellbeing
- supporting them to be successful and progress on to their next steps to achieve their potential in learning or work

Students have the right to information, advice and guidance that is clear and accurate.

Where appropriate, we make referrals to external agencies for further support or services.

**3. Scope**

3.1. This policy is relevant to all applicants and current. It clarifies what is on offer, and what someone can expect when using our service.

#### 4. IAG Service

4.1. This statement sets out the details of our IAG service as it applies to **students** and employers. The purpose of this statement is to clarify what is on offer, and what someone can expect when using our service.

4.2. Who can use our services?

- **Current students** who are enrolled on a programme at UK Graduate and are interested in doing another programme as a progression or considering their career options.
- **Enquirers and prospective students** who are not yet registered with us but are considering us as an option.
- **Employers** who want information about our programmes, courses, or about any bespoke training we may offer.

4.3. What can you expect from us?

- **Accurate information, advice and guidance** on the full range of services we offer. We offer information and advice on programmes and qualifications available at UK Graduate. If study elsewhere is more appropriate then we will, where possible, suggest alternatives.
- **A service that conforms to national standards.** This means that our service will be:
  - Accessible and Visible
  - Professional and Knowledgeable
  - Impartial
  - Responsive to your needs
  - Friendly and welcoming

4.4. The Model

a) Accessible and Visible

Access to IAG should be free from direct or indirect discrimination. Services should be recognised and trusted by participants, have convenient range of entry points from which participants may be signposted or referred to the services they need, and be open at times and in places which suit participants' needs. In addition to the IAG team based at London Head office, IAG is provided at 1-1 student inductions, interviews, consultations, in class, on UK Graduate website and is available free of charge to any individual on request.

b) Integrated

Links between IAG services should be clear from the participants' perspective, regardless of the programme or location of their study. Where necessary, participants will be supported in their transition between services (when required). We seek to support individuals from disadvantaged communities, and those who have been out of learning or employment through partnership work with other organisations, Job Centre Plus and a variety of voluntary and community organisations. All partnership work is carried out in accordance with current GDPR guidelines.

c) Enabling

Enquirers, students, parents, employers, staff and partners should be able to make informed choices about ways in which UK Graduate can meet their individual training and development needs. IAG

services should encourage and support participants to become lifelong students by enabling them to access and use information to plan their careers and explore the implications of both learning and work in their future career plans.

d) Wrap-around support

UK Graduate provides several elements that relate to IAG including, soft skills development relating to work-readiness, job searching, C.V. writing, preparation for interviews, workplace resilience and safeguarding, as well as basic skills in addition to English. Guidance may also involve advocacy on behalf of some students and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

We provide assistance relating to:

- the range of support available in class.
- fees and other financial charges associated with a course of study
- financial assistance available to support those in education and training
- course entry criteria, qualifications, accreditation and modes of study
- personal goals, aspirations and motivation while on course
- guidance to its current students to discuss progression

We work collaboratively with a range of providers and organisations in the UK and Europe to enhance what we can offer to students. When approached for IAG on other areas including, for example: finance, health and relationships we may choose to signpost students to other local or national organisations who provide specialist services on those issues.

- **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. We recognise the rights of all students to be able to have equal access to learning opportunities. Students can disclose any disabilities or additional needs at any point during the application process, but late disclosure could result in a delay in appropriate support being provided.
- In order to provide the best possible service to you we keep a record of your details, your programme and your contact with us. This record can only be accessed by authorised personnel at UK Graduate that 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 of our organisation.

e) What do we expect from you?

- 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.
- 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.
- We ask you to be open with us – for example; please tell us, if you do not want to be referred to another organisation or provider

**f) 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.
- 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 Tutor
- /Assessor or to the Head of Curriculum or any member of staff.
- If you are not yet a student you can contact us via email: [admin@ukgraduate.co.uk](mailto:admin@ukgraduate.co.uk)
- 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 our complaints procedure.

## **5. The Services We Offer**

### **5.1. Help with choosing the right programme and/or qualification**

- Printed information in our course leaflet and on the web about our programmes and qualifications and the services provided to learners. This information is regularly updated and comprehensive.
- Access to our specialist team, who can provide you with more information about the programme options available to you.
- Detailed information and advice about the cost of programme and any financial support that may be available to you.
- If you choose one of our HE or Pathway programmes, then your application will be processed under the [UKGC Admissions Policy Procedure and Process](#)

### **5.2. Help with starting your programme**

- We will provide you with written information about the start process and about any specific workplace information.
- We will provide you with a comprehensive induction programme. This induction process is carried out by your Trainer/Assessor and is very important because it informs learners about resources, facilities and procedures. All students should engage with the full induction.

### **5.3. Learning Support**

- Students at all levels can be helped in a variety of ways for example: study skills, ICT, assignment or project writing. Whatever the need we can help.

#### 5.4. Initial Assessments

- All funded students are offered initial assessment if they do not have the standard entry requirements, for example mature students returning to learn. Students without a suitable level 2 qualification in maths and English will be offered an assessment to identify whether those skills are at the standard required for their chosen course and, where appropriate, are offered the opportunity to gain these qualifications before or alongside their studies.
- All learners are assessed to ensure that we are able to respond appropriately to individual needs. Learners who are concerned about their current level of maths or English skills can ask for help, including on-line support.

#### 5.5. Support during your Programme

We will provide on-going advice and guidance throughout your time with us in order to assist your learning and your personal development. This will include:

- Course-based support from your assessor/trainer.
- Guidance on arrangements for assessment.
- Information, advice, and guidance to enable you to plan your personal, educational and career development.
- Reasonable adjustment and study support to facilitate your programme if you have a disability or additional requirements.

On broader issues including:

- Personal relationships, health and drug or alcohol support we will signpost clients to specialist agencies with relevant expertise.

#### 5.6. Help with Moving On

We will provide help and support to enable you to choose what you will do next. This may include:

- Support from staff that can provide you with more information about options beyond your present programme, whether it's progression to another course, progression to employment or higher education (university).
- Information, advice and guidance about the job-seeking process including CVs and completing application forms, preparing for interviews, and looking for job vacancies.

### 6. Guidance and Procedures

#### 6.1. The Managing Director is responsible for:

- Ensuring that the Information Advice and Guidance Policy (IAG) is implemented.
- Identification of a Careers Leader for the College, in line with 'Good Career Guidance'
- Ensuring the strategy implemented caters for those in vulnerable groups.



**6.2. The Head of Operations is responsible for ensuring:**

- Appropriate staffing and resources are identified to provide outstanding Information Advice and Guidance (IAG) student experience.
- High quality Information Advice and Guidance (IAG) services to all students across all departments by fully qualified careers advisers are provided.
- All students undertaking a Programme of Study have access to independent one-to-one Careers Guidance.
- An engagement plan is created and agreed in discussion with the Heads of Department prior to the completion of Business Planning.
- Information Advice and Guidance (IAG) services are advertised, promoted and delivered across all college campuses.
- Training and support are provided for college staff to ensure that their knowledge is updated with developments in careers and local market intelligence (LMI) through continuous professional development.
- The team actively promote diversity, challenges stereotypes and tailor Information Advice and Guidance (IAG) services to individual student needs and circumstances.
- That Information Advice and Guidance (IAG) services provided to students is accurately recorded and quality assured.
- That where appropriate the careers advisers signpost students to appropriate external services.
- Information Advice and Guidance (IAG) services that students have accessed are recorded and stored confidentially in accordance with Data Protection and Confidentiality Guidelines.
- The careers team work with local employers, local schools and universities and local job centre in order to share good practice.

**6.3. The Head of Business Development is responsible for ensuring:**

- Applicants and potential applicants to the College are provided with suitable information and advice to make learning choices appropriate to their level of ability and in line with their aspirational goals.
- Appropriate staffing and resources are identified to provide outstanding Information Advice and Guidance (IAG) student experience.
- High quality Information Advice and Guidance (IAG) services to all students across all departments by fully qualified careers advisers are provided.
- All students undertaking a Programme of Study have access to independent one-to-one Careers Guidance.
- The team actively promote diversity, challenges stereotypes and tailor Information Advice and Guidance (IAG) services to individual student needs and circumstances.
- That where appropriate the careers advisers signpost students to appropriate external services.
- Information Advice and Guidance (IAG) services that students have accessed are recorded and stored confidentially in accordance with Data Protection and Confidentiality Guidelines.

- Information advice and guidance sessions are planned as part of the annual Business Planning process
- That students are supported with their UCAS application to ensure the student has represented themselves appropriately and the application is aligned with the programme applied for, reducing barriers to success, and reducing the impacts of disadvantage
- That students are supported to understand student finance where appropriate and are aware of how and when to apply
- That applications for the Colleges HE and Pathway programmes are referred to the Admissions Manager at the earliest opportunity, so the application can be processed under the Academic Admissions Policy, Procedure and Process available at: [UKGC Admissions Policy Procedure and Process](#)

#### 6.4. Admissions Manager is responsible for ensuring:

- Applicants and potential applicants to the College are provided with suitable information and advice to make learning choices appropriate to their level of ability and in line with their aspirational goals.
- Timely follow up of applications to the College with invitations to appropriate Information Advice and Guidance (IAG) events to confirm learning choices.
- Maintenance of contact with applicants to the College with provision of 'keeping warm' activities which enable applicants to access further Information Advice and Guidance (IAG) if required.
- Appropriate referrals are made to specialist Information Advice and Guidance (IAG) services where required.
- Information Advice and Guidance (IAG) services are advertised and promoted across all UK Graduate marketing materials.
- That applications for the Colleges HE and Pathway programmes are processed under the Academic Admissions Policy, Procedure and Process available at: [UKGC Admissions Policy Procedure and Process](#)

#### 6.5. Assessment Review and Evaluation

That Information Advice and Guidance (IAG) services provided to students is accurately recorded and quality assured.

To ensure a high quality of IAG service, through self-assessment and ongoing training and support for staff, UK Graduate evaluates its provision to ensure that:

- the information, advice and guidance services are delivered in accordance with our published information and this IAG Policy;
- any learner or potential learner with an identified disability will be provided with appropriate support to enable access to IAG services;

UK Graduate evaluates and reviews policies annually or as required to ensure that they are up to date and relevant to the needs of our learners.

#### **7. UK Graduate's IAG Objectives**

- Establish effective communication with clients.
- Identify information requested by clients.
- Supply information materials to clients.
- Assist clients to clarify their requirements.
- Provide access to programme specialist information and advice both pre-course, on-course and at exit.
- Identify a range of options for achieving client requirements.
- Maintain and improve information materials to align with CMA requirements.
- Refer clients to other providers if they need IAG that is outside the limitations of the service available from UK Graduate's programme.