

INFORMATION, ADVICE AND GUIDANCE (IAG) POLICY

This Policy should be read in conjunction with other Rotunda policies and procedures including: Data Protection Policy, Safeguarding Children and Adults Policy, Quality Assurance Policy, Staff Learning & Development Policy.

Vision and Values for IAG

Rotunda Ltd aims to provide high quality, impartial, information, advice and guidance services which promote the value of learning to learners of the College, prospective learners of the College and employers or other organisations representing current or prospective learners. The IAG services support the college values in that its staff are passionate about education and enabling our learners to reach their potential. The IAG staff seek especially to develop the self-esteem and self-confidence of students. We share with the rest of the college our belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position within the organisation. We value new ideas and approaches and seek new opportunities and solutions to meeting the IAG needs and demands of our learners, employers and the local community whilst supporting national and regional education and economic strategies. We seek to encourage and celebrate creativity and to be supportive of innovation, learning from all that we do. We believe that our staff and students should work in an environment of friendliness, with a clear sense of purpose to achieve our mission and realise our vision.

Student Entitlement

The college is committed to create an IAG experience for the students that is:

- Outstanding and delivered in an excellent environment
- Aspirational, designed to inspire and motivate
- Personalised to suit the student
- Planned to guide students on to the right courses and to support and stretch them
- Developing self-confidence
- Coaching them to be successful and progress on to their next steps

All people that use the IAG at the college, i.e. students, prospective students and other stakeholders, are entitled to a service that is:

- Accessible and Visible and should be free from direct or indirect discrimination. Services should be recognised and trusted by clients, have convenient range of entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit clients' needs. So, in addition to this IAG is provided on the College website, in College course information and marketing material and is available free of charge to any individual on request.
- Professional and Knowledgeable IAG frontline staff should have the skills and knowledge to identify the client's needs quickly and effectively. They should have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision. The learning and development needs of each of the College IAG services is identified during the business planning and staff appraisal processes, alongside national priorities. The identified needs include professional and subject updating via long and short external courses and conferences, leadership and management, employability skills and other developmental activities.
- Impartial Clients have the right to information, advice and guidance that is impartial, unbiased and realistic. Where appropriate, referrals will be made to external agencies.
- Integrated Links between IAG services should be clear from the clients' perspective, regardless of the programme or location of their study. Where necessary, clients will be supported in their transition between services.
- Aware of, and responsive to Diversity. The range of IAG services should reflect the diversity of clients' needs and reflect both clients' present and future needs.
- Enabling Enquirers, students, parents, employers, staff and partners should be able to make informed choices about ways in which the college can meet their individual training and development needs. IAG services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications of both learning and work in their future career plans.

- Patient, Friendly and Welcoming IAG services should encourage clients to engage successfully with the service.

Clients are made aware of this entitlement through the college website and marketing information. IAG posters are also visible throughout the college. Parents and other stakeholders are made aware of IAG at Open Events held in the college.

IAG Delivery

This policy applies to all enquiring, enrolled and past students at Rotunda.

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. The following definitions have been used:

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.

Advice – this involves:

- helping a student understand and interpret information
- providing information and answers to questions and clarifying misunderstandings
- understanding their circumstances, abilities and targets
- advising on options or how to follow a given course of action
- identifying needs – signposting and referring students who may need more in-depth guidance and support. Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance – aims to support students 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
 - be able to better manage their lives and achieve their potential.
- 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.

This can include several elements that relate to IAG including, soft skills development relating to work-readiness, C.V. writing, preparation for

interviews and safeguarding. There is also significant IAG taking place within the ILP process and the interventions with referred students.

In line with the IAG defined above, the College will provide assistance relating to:

- the range of support available at the college
- 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
- impartial careers advice and guidance
- personal goals, aspirations and motivation while on course
- guidance to its current learners to discuss progression

The college works collaboratively with a range of providers within the learning community in the Liverpool City Region to enhance its curriculum offer to students. The college is committed to developing quality IAG provision in agreement with its partners, to ensure that the best range of progression opportunities are available and that consistency of delivery ensures all students receive impartial, high quality IAG.

Information on courses is provided by IAG staff, curriculum, College Information Services and Enrolment. Where the college does not have the information, the IAG staff will seek the information on behalf of the individual, or provide the individual with the name and contact details of the organisation, who will have the information being requested.

Advice provided is impartial and confidential, to enable students and potential students to make informed choices as to the most appropriate route for their personal and career development.

Guidance is provided by trained competent staff and potential and current students can see them face-to-face, telephone or written format. The College promotes and supports equality of opportunity and wherever possible the College will seek to provide information in a format which suits the needs of the individual.



Rotunda Policy Review Record

Reviewed by:	Approval date:	Review frequency:	Review date:	Signed:
Maxine Ennis	09/04/2024	Annual	10/04/2025	