

 <p><i>Inspiring learning to achieve success</i></p>	<p>Policy Number : PP-DTLAQ-02</p> <p>Version: 2</p> <p>Issue Date: January 2016, November 2017</p> <p>Review Date: January 2018, November 2019</p>
<p>Policy title: Impartial information, advice and guidance policy and procedure</p>	
<p>Policy Author:</p>	<p>Tina Turner</p>
<p>Policy Owner:</p>	<p>Heath Rawles</p>
<p>Impact assessment status:</p>	<p><input checked="" type="checkbox"/> Initial screening complete, no adverse impact/potential for adverse impact</p> <p><input type="checkbox"/> Full impact assessment required</p>
<p>Approved by: SLT</p>	<p>Date: January 2016, November 2018</p>
<p>If you need help reading this document, or require it in a different format, please call 01794 523857</p> <p>Chief Executive Officer: Elizabeth Young</p>	
	

1. Introduction

- **Policy Statement**

FNTC promotes the value of learning and will provide potential, current and former students with Information, Advice and Guidance in order to support them in their choice of appropriate study programmes/careers. Information, Advice and Guidance will be available before enrolment and at all stages after the enrolment.

- **Context**

In order to achieve their chosen qualification, FNTC recognises the student's needs to be on the right course, at the right time and with appropriate support. FNTC also has moral and ethical obligation to ensure all students are recruited with integrity.

FNTC intends to provide appropriate Information, Advice and Guidance, free of charge, to all students within a reasonable time.

In addition FNTC provides employers, parents and other partners with IAG.

- **Aim**

Improve the success, progress and employability of our students through access to high quality IAG and outstanding learning opportunities.

2. Scope

All staff and all learners (existing and potential) are within scope of this policy

3. Objectives

The centre ensures that effective and impartial information advice and guidance:

- Increase participation in learning at all levels, but in particular amongst those students not yet holding a full level 2 or 3 qualification, through the provision of timely and high quality IAG services
- 100% of students to receive information on enquiry (resources or appointment time/date only)
- 100% of students requiring an IAG appointment will have one scheduled at their convenience and be notified with 5 working days
- 100% of students requiring feedback e.g. UCAS personal statements, CVs etc. will receive written feedback within 4 working days
- 100% of those students receiving IAG services will have a positive outcome in terms of application, enrolment, re-enrolment or referral to a more appropriate source
- Actively seek opinions of our students in order to improve the quality of the IAG services. A minimum of 10% of all our students accessing Information and Advice services will be asked to complete an IAG questionnaire

4. Principles

FNTC adopts the following principles as a basis for its IAG services:

Accessibility and Visibility- We aim to provide recognised and trusted IAG services which are publicised, signposted and made available to all students at all times and venues which suit their needs. We aim to ensure students have up-to-date resources within their reach.

Professional and Knowledgeable- Our staff should have the ability to quickly and effectively identify students' needs and if necessary signpost or refer them to a suitable alternative services.

Effective connections- Where students are signposted to suitable alternative services we aim to support them in that transition.

Availability, Quality and Delivery- Our IAG services are targeted to the needs of our students. IAG interventions are recorded and audited to ensure quality.

Diversity- We recognise the individuality of our students and provide a range of services to reflect this

Impartial- Our IAG services aim to support students to make informed choices, on apprenticeships, traineeships, study programs, adult levy and progression routes, based on their needs, interest and circumstances.

Responsive - Our IAG services aim to reflect the present and future needs of our students and local Labour Market demands

Friendly and welcoming- We aim to provide services which encourage the students to successfully engage with us

Enabling - Our IAG services aim to engage and support students in becoming life-long learners, allowing them to explore and plan their careers through access to and use of information.

Awareness- We aim to make clients aware of the relevant IAG services available to them and to have an informed expectation of those services.

5. Responsibility

The Business Development Team will:

- Make clear in all promotional material the opportunities available to learners
- Ensure that all information in printed or web format are accurate and updated regularly
- Ensure that the stocks of prospectuses and other information materials are current and appropriately displayed

- Provide accurate and appropriate Information and Advice on all aspects of the centre and its course and, where necessary, signpost to appropriate alternative services.
- Respond to requests for information (made by email, letter or telephone) in a prompt and efficient manner, by the end of the following working day.
- Notify appropriate areas of requests for courses that we do not currently offer.
- Maintain waiting lists for courses that are full and communicate to students when a new offering is available.
- Address the individual aspirations of each potential / actual student during guidance sessions.
- Attend School Open Evenings, Interview nights and other events in order to offer guidance services to potential students and their parents / guardians.

Business Development Manager will:

- Make potential / actual learners aware of our IAG Policy
- Provide year round informed and impartial guidance services through individual appointment slots.
- Hold regular departmental meetings including IAG as an item for discussion.
- Ensure that Business Development staff are kept informed and trained on the curriculum offer and in associated products.
- Attend school Open Evenings, Interview Evenings and other events in order to offer guidance services to potential students and their parents / guardians.
- Ensure sufficient and appropriate representation in the local schools to offer pre-entry Information and Advice to the pupils.
- Ensure Business Development and other staff are familiar with the procedure for arranging guidance interviews within the centre environment.
- Ensure attendance at school activities (assemblies, options evenings, parents evenings) in order to offer pre-entry Information and Advice to potential students and their parents / guardians.
- Oversee IAG for students progressing internally and externally (including HE).
- Ensure aspirational activities and events are held to support the needs and interests of the students.
- Work with curriculum managers and marketing to create suitable and accurate marketing materials and ensure their distribution to local schools
- Measure and improve the quality of Information, Advice and Guidance through various sources such as:
 - Event feedback
 - IAG observations
 - Staff feedback
 - Learner feedback
 - Self-assessment
 - Feedback from other organisations
 - Data reports

Director of Growth and Finance will:

- Oversee the availability of on-course Information, Advice and Guidance and associated activities.
- Ensure that marketing and publicity materials in liaison with Business Development staff are representative, accurate and updated as necessary during the year.
- Ensure an annual review of the IAG Policy and Procedure.
- Report four times a year to FNTC Strategic Leadership the effectiveness of the service.

6. Procedure



7. Communication

Once approved this policy and procedure will be shared via all staff email and stored in [Cross Centre\Policies and Procedures](#) . The policy and procedure will be discussed at team meetings as well as being added to the office files for all staff to have reference.

8. Evaluation and Review of Policy and Procedure

Impartial and effective information advice and guidance is reflected upon and critically evaluated annually as part of the annual cycle including:

- Learner surveys
- Quality calls to learners
- Peer observations
- Formal observations
- Discussions with schools and other partners, monitoring and reporting on the effectiveness of the service using data stored in the Business Development log.

9. Associated information, guidance and related policies

- Learner Recruitment and Induction Policy and Procedure - PP-DTLAQ-04
- Learner Support Policy and Procedure - PP-DTLAQ-05
- Quality Policy and Procedure - PP-DTLAQ-06
- Learner Involvement Strategy
- Exit and Progression Policy and Procedure - PP-DTLAQ-010
- Internal Quality Assurance work plans

Annex1

Initial Equality Impact Assessment	
Audit Prompt	Response
Name of document: Impartial information, advice and guidance policy and procedure	
Author of document: Jacqueline Doherty	
Initial screening questions	
1. What is the aim or purpose of the document?	<p>FNTC Training aims to provide high quality, impartial, information, advice and guidance services which promote the value of learning to learners of the centre, prospective learners, employers and all other stakeholders, representing current or prospective learners.</p> <p>The IAG service supports the centre values, in that all staff are passionate about education and training. We have high aspirations for all learners and we provide a service that enables all learners to reach their potential.</p> <p>The document aims to establish roles and responsibilities of the centre and to clarify the process</p>
2. Who is affected by the document? <ul style="list-style-type: none"> • Staff • Learners (please indicate which groups) • Members of the general public (please specify who) 	All in scope
3. Has anyone complained about the document? (if yes, give details)	No
4. Does the document have the potential to cause adverse impact or discriminate against different groups of people?	No
5. Does the document make a positive contribution to equality & diversity in the Centre?	Yes

A full impact assessment will be needed if this initial screening reveals an adverse impact, or potential for adverse impact on people with protected characteristics.

Refer to full Impact Assessment (Yes/No) and reasons why	No
If yes, Priority Level (High, Medium, Low)	

Signed: *Jacqueline* Name: Jacqueline Doherty DTLAQ Date: 01/04/2016