

# Information, Advice and Guidance Policy & Procedures

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## Purpose of the policy

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.

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.

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.

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 learner 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 learner, 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.

## Learner Entitlement

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

- delivered in a suitable, accessible environment
- respectful of the diversity of learners' 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

Learners have the right to information, advice and guidance that is impartial, unbiased and realistic. Where appropriate, we make referrals to external agencies for further support or services.

## IAG Service

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

### Who can use our services?

- **Current learners** who are enrolled on a programme at UK Graduate and are interested in doing another programme as a progression.
- **Enquirers and prospective learners** 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.

### What can you expect from us?

- **Accurate and impartial 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

## The Model

### 1. 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 learner inductions, interviews, consultations, in class, on UK Graduate website and is available free of charge to any individual on request.

### 2. 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.

### 3. Enabling

Enquirers, learners, 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 learners 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.

### 4. 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 learners 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 learners 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 learners. When approached for IAG on other areas including, for example: finance, health and relationships we may choose to signpost learners to other local or national organisations who provide specialist services on those issues.

- **Equality of treatment.** We aim to treat all our learners 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 learners to be able to have equal access to learning opportunities. Learners should discuss any individual issues with their Trainer/Assessor who will know who to contact and how to help them. These individual issues may relate to a disability including Dyslexia.
- 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.

### **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 go to another organisation or provider

### **Feedback, Comments and Complaints**

- We are committed to developing the quality of our services and we regularly seek the views of our learners 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 learner with us you can pass your comments directly to your Trainer/Assessor or to the Curriculum and Performance Manager or member of staff.
- If you are not yet a learner 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.

## **The Services we Offer**

### **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.

### **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.

### **Learning Support**

Learners 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.

### **Initial Assessments**

All funded learners are offered initial assessment. Learners are assessed in maths and English to identify whether those skills are at the standard required for their chosen course and, where appropriate, are offered additional support.

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.

### **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.

### **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.



## Internal IAG Service

This statement sets out the details of UK Graduate's IAG service as it applies to both existing and potential employees. The purpose of this statement is to clarify what is on offer, and what the expectations are, both from the staff and UK Graduate's Support point of view.

### What can you expect from us?

- **Accurate and impartial information, advice and guidance** on the full range of internal services we offer. If we are unable to give you the information, advice and guidance you need we will, wherever possible, refer you to an alternative source of information.
- **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
- **Equality of Treatment.** We aim to treat all our employees 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.
- As a responsible employer we keep detailed personnel records on our staff. These records can only be accessed by authorised staff 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 the organisation and that we are compliant with the Data Protection act.

### What do we expect from you?

- We expect all our staff to abide by our core values. This means in particular that we expect all our staff:
  - to treat others with respect
  - to behave with honesty and integrity
  - to take responsibility for their own actions and for their personal development
  - to strive for the highest standards of achievement and behaviour by adopting a supportive self-critical approach in our pursuit of excellence

### Feedback, Comments and Complaints

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We are committed to developing the quality of the services we offer, and we welcome any comments you have which may help us to improve. You may contact Curriculum and Performance Manager with feedback, comments or complaints. Alternatively, if you are an existing member of staff you may wish to go through your line manager.

### **The Services we Offer**

#### **Help with recruitment, selection and induction**

- We will produce clear and accurate job descriptions and person specifications for each job vacancy that clearly spell out the expectations of the job.
- We will disseminate information about job vacancies, produce application packs and provide advice and guidance to potential applicants in a clear and transparent way.
- We will provide information about the interview process to applicants.
- We will provide IAG to new recruits about joining procedures, documents required and the induction programme etc.
- We will provide IAG to new recruits about terms and conditions of employment.
- We will provide IAG to line managers about new staff appointments, induction and probationary procedures etc.
- We will provide information to new recruits about key HR policies and contacts.

#### **Help with on-going support, progress reviews and staff development**

- We will provide on-going IAG to all staff on current HR policies and procedures, including advice and guidance on the implications to them of changes to employment law.
- We will provide IAG to line managers and staff about the performance management process and their respective roles in that process.
- We will provide IAG to individual members of staff about their own job performance and related issues.
- We will provide information about learning and development opportunities both internally and externally, and we will provide information, advice and guidance to line managers and staff about the process for identifying and agreeing staff development needs.
- We will provide information to staff that they need in order to do their jobs, e.g. Performance data, information on quality systems and standards, individual, team or group targets.
- We will provide information about the strategic planning process and how staff contribute to it, and we will provide information about procedures for consulting and involving staff on operational matters, including participation in section reviews and

improvement planning.

- We will provide IAG to line managers and staff about any of the Human Resources related policies.

#### **Help with Moving on**

- We will provide information, advice and guidance on job and career opportunities within the organisation.
- We will provide information to staff about any relevant pensions and retirement entitlements.

## Guidance and procedures

#### **The Director is responsible for:**

- Ensuring that the Information Advice and Guidance Policy (IAG) is implemented.

#### **The Quality & Standards Manager is responsible for:**

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

#### **The Head of Professional Services 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.

**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.
- Information advice and guidance sessions are planned as part of the annual Business Planning process
- Information Advice and Guidance (IAG) procedures are implemented in the department by providing opportunities for all students to have access to high quality Information Advice and Guidance (IAG) services across all courses through tutorial provision.
- Opportunities are identified for all students to have access to timely and appropriate careers guidance to support readiness for the next phase of education, training or employment so that students can make the transition to the next stage successfully.
- Work closely with student services to create opportunities for students to develop wider employability skills and attitudes to work that enable students to demonstrate the practical skills they have developed.
- Student services provide opportunities for students to undertake a range of activities such as employment taster sessions, enterprise projects and employability activities to raise aspirations and to prepare students for the future world of work.
- Student services book their students into UCAS support sessions in line with the engagement plans developed in agreement with the Head of Administration.
- Student services have received draft personal statements from all students planning to go to University and that appropriate feedback is provided prior to the UCAS internal deadline.

**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.

**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.

## 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.
- Refer clients to other providers if they need IAG that is outside the limitations of the service available from UK Graduate's programme.