



Information Advice and Guidance (IAG) Policy

Aim

The aim of the Information, Advice and Guidance (IAG) service is to support enquirers / prospective students considering study with European College of Law and Business (ECLB). This is to support students in achieving their aspirations and desired qualifications, skills and entrepreneurial abilities towards a positive career progression and goal. The service aims to deliver IAG to existing students, enquirers and/or potential students considering registering for a qualification or Award and alumni. In delivering IAG, we support enquirers/prospective and existing students in making decisions about their study and career planning based on their individual needs, circumstances and interests.

We place an emphasis on opportunities for independent self-assessment and decision making by providing information and advice that is easy to access, clear, relevant and up to date. Our service is consistent with the agreed College approach to educational support and guidance and is delivered in accordance with the principles of the nationally recognised matrix quality standard (www.matrixstandard.com) and the College's Data Protection Policy.

Objectives

- 1) empower potential and existing students to achieve their study and career goals and to develop independence in their decision making.
- 2) support the improvement of students' completion and progression rates.
- 3) work proactively and collaboratively internally to enhance the effective delivery of IAG.
- 4) identify and work in partnership with external organisations to inform and enhance our service to students.
- 5) provide professional, timely, accurate, current, clear, impartial, and relevant advice to flourish in achieving goal, building confidence, boosting self-esteem, understand how funding works, informed decision making, break boundaries and raising aspiration.

We achieve these objectives by:

- raising awareness of the service so that enquirers and students know what they can expect and how to access it;
- Monitoring and regularly reviewing the IAG service to continually improve our service;

- providing timely and targeted IAG to students at key points along the students journey that recognises and is responsive to diverse and distinct need;
- ensuring our online information and advice is personalised, accessible, accurate, up to date;

The achievement of the above objectives can be measured by the student feedback through a set of questionnaire (Appendix 2B), which will be analysed and tally number of students in each category. We set the threshold of 60% students responding to “Agree” or “Strongly Agree” categories – this will be our measure the success i.e. what success looks like?

We offer free information, advice and guidance on our range of courses and learning opportunities, and progression to further and higher studies and employment. Details of all of our courses and programmes can be found on our website (www.eclb.co.uk).

We provide IAG which respects the needs of the individual enquirer or student and is in their best interests. Our IAG service is underpinned and informed within the context of study at ECLB.

- **We provide information** about our courses available to study at ECLB;
- **We offer advice** about the suitability of these courses to their needs;
- **We give guidance** on education and training, jobs and career development to enable them to make informed choices about their future.

The College has a dedicated admin team to provide all necessary information from the point of enquiry through to the enrolment phase followed by the Tutor providing tuition, advice and guidance at the induction and throughout their learning journey.

We deliver a service that is targeted to the specific needs of enquirers and students at different stages of their learner journey. We provide:

- a free, impartial and confidential consultation from an experienced member of staff.
- a service to both existing and prospective students. The service can be delivered face to face, by telephone or e-mail enquiry.
- information and advice on support services available to assist students on a course of study or training, information and advice on local and national learning and training opportunities and progression routes into employment and further and higher education, careers and work-based learning.
- information, advice and guidance on learning options, qualification pathways, and support with learning, funding, childcare and travel.
- on-going information, advice, guidance and support on learning and work issues through personal tutoring, assessment, counselling and support services, careers events and resources and through access to specialist organisations.

- information on fees and other charges associated with a course of study or training
- information on course entry criteria, qualifications, workloads and modes of study.

Our tutors play an important role in providing IAG service too. Tutors help students

- providing work related experience
- identifying and resolving barriers to learning
- making referrals to support services, where appropriate
- providing regular feedback on performance
- identifying progression routes and career goals
- assessing learning needs
- Identifying actions to achieve goals
- boosting confidence
- raising self-esteem, motivation and aspiration

Our service is delivered in accordance with the principles of the nationally recognised matrix quality standard (www.matrixstandard.com) and as such students can expect a service that is:

- Professional and knowledgeable
- Confidential
- Impartial
- Open and transparent
- Accessible and visible
- Committed to equality and diversity
- Responsive to the present and future needs of the individual

How do we assure quality of our IAG service provision?

Any service provision must be monitored and reviewed for the purpose of its quality assurance. The IAG service provided by the College staff is observed every four months (once per Semester) and the findings are recorded in an IAG Observation Record Template (**Appendix 1**). Staff providing the IAG service is given feedback by the Observer after each observation.

This service will help students towards:

- building confidence
- raising self-esteem, motivation and aspiration
- understanding how funding works
- helping them in achieving their desired goals
- breaking barriers
- making Informed decision
- working towards positive progression

What is expected from students?

- Students attend appointments on time.
- Students treat the premise and members of staff with politeness and respect.
- Students devote their time and energy towards achieving their desired goal.

Students feedback can be obtained via

- feedback questionnaire,
- class representatives can obtain feedback from other students and feed in to the Committee meetings
- end of course evaluations

Responding to student feedback

We will respond to student feedback by sharing it with the appropriate officials/committees and using it to improve the service

Student involvement

We will create opportunities for students via:

- alumni network (Alumnus might provide success stories; visit classes or progression sessions and speak to them)
- celebrating student success at certificate presentation events

How we Improve standards

Student survey questionnaire, **Appendix 2a** - (pre-course feedback) to be completed on the day of the induction and **Appendix 2b** - (post course feedback) to be completed at the end of the course. All responses are reviewed and discussed at the Academic Quality meeting. Any concerns arising from the survey are dealt with appropriately for further improvements.

How we will make students aware of our IAG service

We will:

- provide details of our services in the student handbook
- upload the IAG policy on the College website and Prospectus

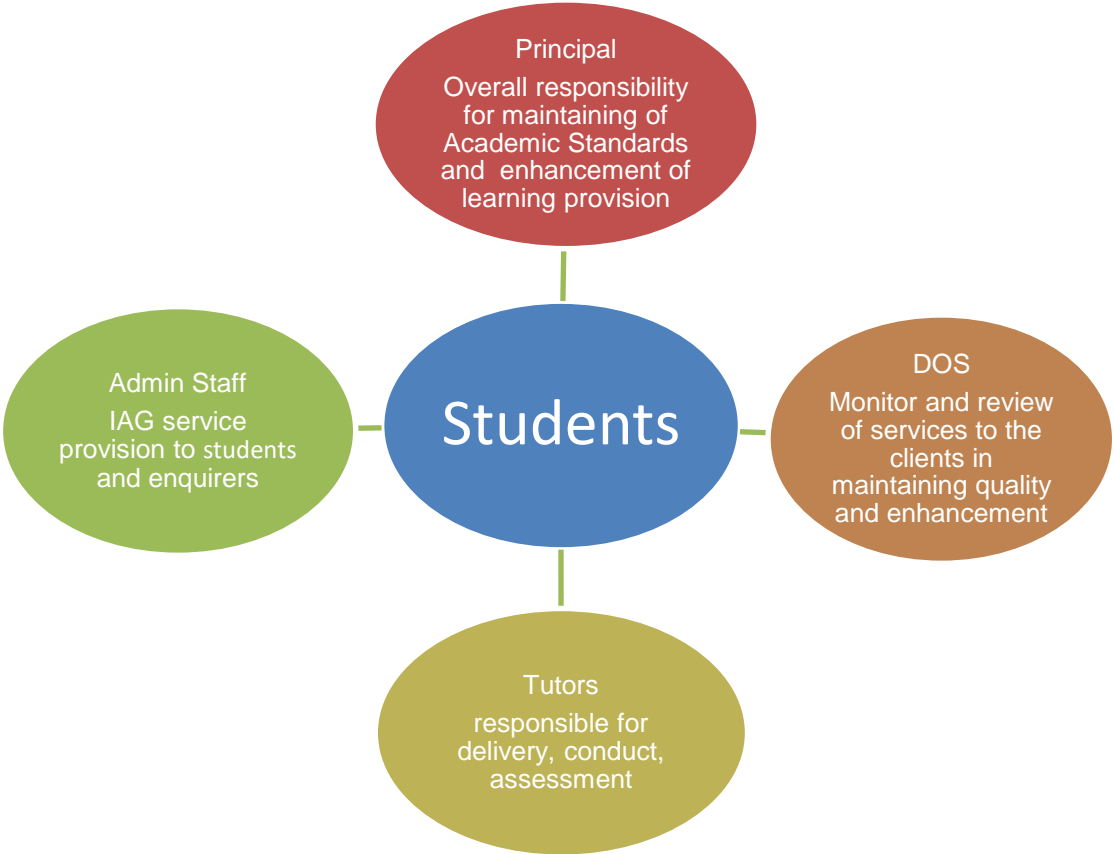
How IAG will help in careers development and employment

The College

- supports students with career advice during their learning and training by engaging them with various activities provided by other organisations.
- helps students to progress in learning and at work by developing their ability to learn, develop transferable skills and gain new qualifications.
- encourages its staff to provide learning opportunities in a real or simulated working environment.
- assists students to attend job shows and training seminars in developing their employability skills
- builds confidence, raises self-esteem and aspiration in achieving desired goal.

Enhancement Flow Chart

Students both potential and existing are the focal point of IAG service at ECLB. The flow diagram below explains this how students get benefits from our IAG service.



Referral

College offering the IAG services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate and adhered to the principles and policies of equality of opportunity and confidentiality.

Referral will occur when another provider offers information or services that better meet the client's needs. Where it is believed the client would benefit from referral to another organisation, they should be clearly informed of;

- the reason for the referral and the specific area of expertise of the agency to which they are being referred.
- the contact details of the agency to which they are referred.

Confidentiality

All information gathered in the course of discussion with an individual should be regarded as confidential. Any limitations with regard to confidentiality should be made absolutely clear to the client at the earliest possible stage.

The limitation operating in the College is where a client discloses information that leads staff to believe that the client or others may be at risk of significant physical, sexual or emotional harm or neglect. In other cases where staff consider it useful to the student to disclose information revealed in confidence by a client to a third party, staff will gain informed consent from the client to do so.

Further Information

For further information, please contact us:

European College of Law and Business

39B West Gate, Mansfield, England, NG18 1RX

United Kingdom

Email: info@eclb.co.uk

Website: www.eclb.co.uk

Office Hours: Monday – Friday 9.30am – 5.00pm

Questionnaire for Staff involved in IAG service		
Name of the staff providing IAG service:		
Job title:		
Observer contact details	Tel:	E-mail:
Name of observer:		
Job title:		
Observer contact details	Tel:	E-mail:
<p>You are scheduled to have an observation of your IAG service on <Date></p> <p>Please complete this questionnaire and return it to the observer named above so that you can get maximum value from the time spent.</p>		
<p>1. Please add your profile:</p> <p>Qualification:</p> <p>Job title:</p> <p>Job role:</p> <p>Length of service with ECLB:</p>		
<p>2. What developments relating to your IAG service you have made since last Observation?</p>		
<p>3. Is there any particular aspect of your IAG service that you would like the observer to focus on?</p>		
<p>4. Are there any issues relating to the safe learning environment on your IAG service (<i>e.g. safeguarding; Equality and Diversity; Health & Safety; disability access</i>) that you wish to raise?</p>		
<p>5. If you would like to make any additional comments, please do so.</p>		
Thank you		

IAG OBSERVATION RECORD 2021 - 2022

Overall Grade on IAG observation	Outstanding <input type="checkbox"/>	Good <input type="checkbox"/>	Requires Improving <input type="checkbox"/>	Inadequate <input type="checkbox"/>
Action				
			Person to arrange	By when
Areas to be reflected upon:				
Training and Development Needs Identified:				
Action to share good practice:				
Feedback given on (date):				
Signed by Observee:			Date:	
Signed by Observer:			Date:	

Observer's Assessment of the Quality Assurance on the IAG

Brief Description of the IAG Session:

Provide comments on evidence observed to support the grading:

IAG Service provision	Yes/No	Comment
The IAG service provided to the students was up-to-date, relevant and accurate		
The IAG service gave clear guidance to the student		
The IAG service provided has been objective, impartial and free from bias		
All options on available courses were explained clearly to the student for informed decision making		
The IAG service provided boosted students' understanding on how funding works		
The IAG service provided to the student was very Professional		
The IAG service Established the precise needs of the student during this session		
The equality and diversity was maintained appropriately		
Effective use of Q&A		
Awareness of the health & Safety issues were reinforced		
The quality of learning provision and the prospect of employability/progression to higher education was discussed		

Feedback from the student getting IAG service:
Overall what worked well?
What improvements should be made?

Observee Signature: _____

Observer signature: _____

Date of Observation: _____

STUDENT FEEDBACK ON INDUCTION AND IAG				
Student name:		Date of Induction:		
Please tick (✓) yes/no for each question. Use the comments box to record relevant information.				
Question	Yes	No	N/A	Comments
Have you received Health & Safety induction and training?				
Have you received your class timetable?				
Have you received all the relevant policies and procedures such as Equal Opportunities Policy, Safeguarding and Prevent Policy, Appeals and Complaints Policy, Health and Safety policy etc. to guide you accomplish your study smoothly?				
Have you been advised that this activity is part financed by the European Union via the European Social Fund?				
Did you receive advice and guidance on the course specification				
Did you receive advice and guidance on the progression to further study?				
How did you rate the Induction today – was it informative?				
Did you receive genuine information, advice and guidance which may help you to achieve your goal?				
Do you know where the Identified Assembly Point in case of a fire?				
Do you know where the First Aid Box is located?				
Do you know the name of your Tutor?				

Student Signature:	Date:
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IAG STUDENT FEEDBACK FORM**Course name:****Batch:****Start Date:****End Date:**

IAG Service	Strongly Agree	Agree	Neither Agree nor Disagree (Neutral)	Disagree	Strongly Disagree
The IAG service provided to me was timely, up to date and relevant					
The IAG service provided a clear guidance to me					
The IAG service provided has been effective in meeting my goal					
The IAG services have been objective, impartial and free from bias					
All options on available courses were explained to me clearly which helped me in informed decision making					
The IAG service has boosted my confidence					
The IAG service has raised my self-esteem, motivation and aspiration					
The IAG service helped me to understand how funding works					
Effective use of Question and Answer					
The IAG service provided has been professional					
The equality and diversity was maintained throughout the course					