



## **INFORMATION ADVICE & GUIDANCE (IAG) POLICY**

### **What is the Information Advice and Guidance strategy?**

In October 2009 the Government launched a new strategy to make careers education and Information, Advice and Guidance (IAG) more relevant to the 21st century.

The Information Advice and Guidance strategy aims to make careers education more accessible for learners and ensure each one of them, whatever their background, can make the right education and training choices so they have the best possible chance of succeeding. The service is designed to help learners make an informed decision about how to improve job prospects or skills, obtain a qualification or just make the most out of a current job.

### **Our purpose**

The purpose of the Information, Advice and Guidance Service is to support enquirers/prospective learners considering study with London School of Commerce & IT (LSCI) and to support learners in achieving their aspirations, including their study and career goals through LSCI study.

In the delivery of Information, Advice and Guidance (IAG), we support enquirers/ prospective and existing learners in making decisions about their LSCI 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 online 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](http://www.matrixstandard.com)) and the College's Data Protection Policy.

We contribute to the College's commitment to "deliver an outstanding learner experience".

### **Aim of the IAG service**

The Service aims to deliver IAG to enquirers and learners who are registered on, LSCI alumni, or considering registering for, a qualification or module with LSCI.

### **IAG Objectives**

#### **Our IAG objectives are to:**

- 1) empower potential and existing learners to achieve their study and career goals and to develop independence in their decision making
- 2) ensure that the delivery of IAG within the College is responsive to changes and developments both internally and externally, including changes to our learner markets
- 3) support the improvement of learners' completion and progression rates
- 4) work proactively and collaboratively internally to enhance the effective delivery of IAG.
- 5) identify and work in partnership with external organisations to inform and enhance our service to learners.
- 6) provide learners' professional, timely, accurate, current, clear, impartial, and relevant advice. Advice provided is aimed to flourish in achieving goal, building confidence, boosting self esteem, understand how funding works, informed decision making, break boundaries and raising aspiration.

#### **We will achieve these objectives by:**

- raising awareness of the service so that enquirers and learners 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 learners at key points along the learner journey that recognises and is responsive to diverse and distinct need
- ensuring our online information and advice is personalised, accessible, accurate, up to date
- encouraging learners to provide feedback

## **What we offer**

We provide free information, advice and guidance on our range of courses and learning opportunities including vocational qualifications, further and higher education programmes, health and safety and other areas of study. Details of all of our courses and programmes can be found on our website ([www.lsci.org.uk](http://www.lsci.org.uk)).

## **We can provide you with:**

- **information** about courses and programmes available to you;
- **advice** about their suitability to your needs;
- **guidance** on education and training, jobs and career development to enable you to make informed choices about your future.

## **We provide:**

- a free, impartial & confidential consultation from an experienced member of staff.
- a service to both learners and prospective learners. The service can be delivered face to face, by telephone or e-mail enquiry.
- information and advice on support services available to assist learners on a programme 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, accreditation, workloads and modes of study.
- regular opportunities to make an appointment for an IAG session.

Our tutors play an important role in providing the IAG service to our learners. LSCI tutors help learners

- monitor attendance
- providing work related experience
- identifying and resolving barriers to learning

- making referrals to support services, where appropriate
- providing regular feedback on performance
- to identify progression routes and career goals
- continually assessing learning needs
- Identify goals and agreed actions to achieve goals
- maintain up to date tutorial records
- boost confidence
- raise self esteem, motivation and aspiration
- in their Individual Learning Plans (ILP)
- provide CPDs
- provide motivational talk

## **Service Standards**

### **What learners can expect from us**

The college will provide the following service:

- Relevant and current advise
- Confidentiality
- Impartial treatment
- Open and transparent
- Accessible and visible
- Committed to equality of opportunity
- Responsive to the present and future needs of the individual
- Building confidence
- Raising self esteem, motivation and aspiration
- Understand how funding works
- Help in achieving goal
- Break boundaries
- Informed decision making
- Making positive progression

Our service is delivered in accordance with the principles of the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)) and as such learners 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 front line staff is observed every two months and the findings are recorded in an IAG Observation Template (**Appendix 1**). Staff providing the IAG service is given feedback by the Observer after each observation. The findings are also presented to the AQEC meeting and actions taken accordingly.

### **This service will help learners 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 learners?**

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

## **Improving Standards**

### **How learners can help us to improve the service:**

We aim to meet learners' needs on every occasion; however, we may not always get it right. If our IAG services do not meet learner expectations, we aim to try and resolve any concerns informally at first. If the matter cannot be resolved through these channels, learners are advised to write to the Principal explaining the difficulty and giving as much detail as possible. The learner will receive an initial response, in writing, within 5 working days.

We welcome learner feedback and they will be given the opportunity to do this by:

- following LSCI's complaint procedure. Full details of our Complaints Procedure are available on the College website ([www.lsci.org.uk](http://www.lsci.org.uk)) and in the Student Handbook
- contacting a member of staff either in person, by telephone, in writing or by email
- raising their concerns or issues through the learner representatives at the College committee meetings
- completing a Compliments, Concerns, Suggestions or Complaints form
- completing a learner survey questionnaire (**Appendix 2**). All the responses are reviewed and discussed at the AQEC meeting. Any concerns arising from the survey are dealt with appropriately for further improvements.

### **How we will make learners aware of our services**

#### **We will:**

- provide details of our services in the learner handbook
- upload the IAG policy on the College website and Prospectus
- provide the policy free of charge to any individual on request.

## **IAG in learning and training**

### **The College**

- offers Information and Advice on choosing the most appropriate learning programmes to suit the needs of individual students.
- provides Information and Advice on local and national learning and training opportunities.
- supports learners during their learning and training with specialist advice in all aspects of learning.
- maintains and publicises up-to-date information on all of its academic programmes and other support services.

- provides a referral, where relevant, to other appropriate agencies and providers.
- provides advice on the possible learning routes available to any learner that withdraws from a specific course including any student expelled under the student disciplinary policy.
- aims to meet the needs of employers by providing information and advice related to business training needs.

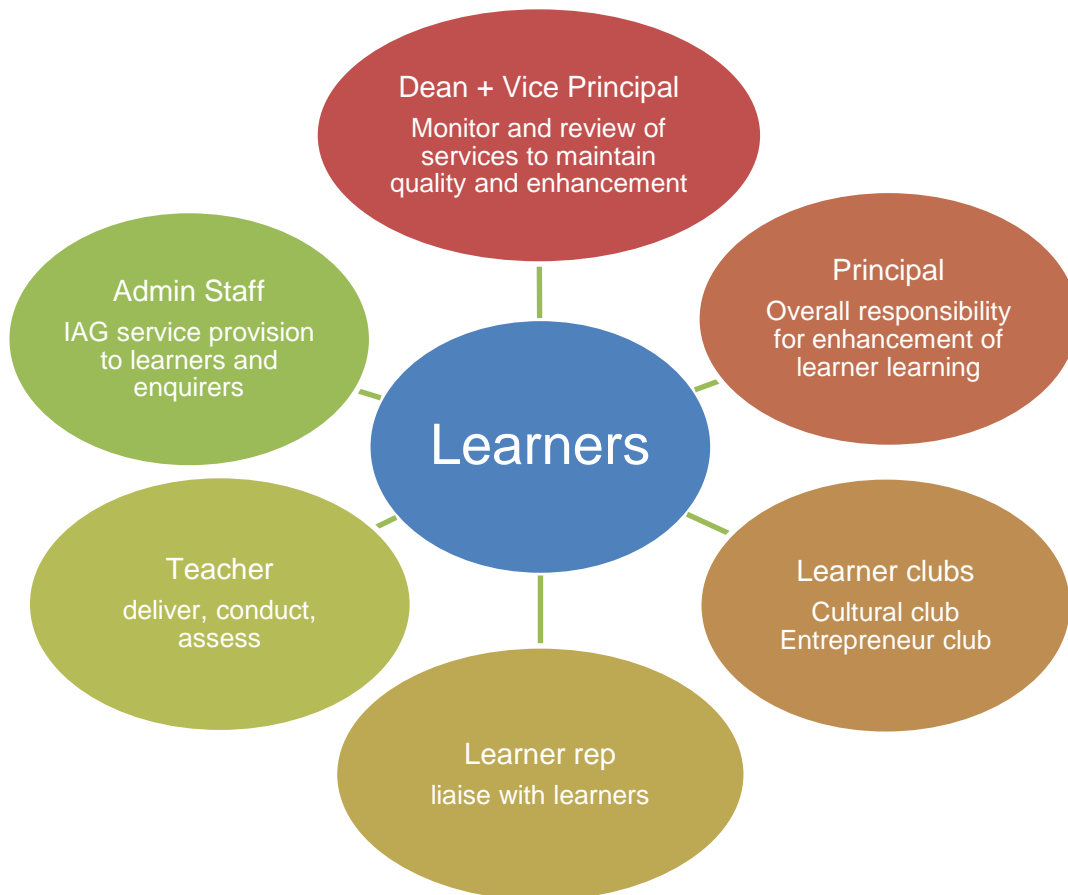
## **IAG in careers development and employment**

### **The College**

- supports learners with career advice during their learning and training by engaging them with various activities provided by other organisations.
- helps learners 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 learners to attend job shows and training seminars in developing their employability skills
- maintains up-to-date, relevant careers resources into the Virtual Learning Environment.
- builds confidence, raises self esteem and aspiration in achieving desired goal.

## Enhancement Flow Chart

Learners including potential and existing learners are the focal point of the IAG service at LSCI. The flow diagram below explains this all how learners get benefits out of the College 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 and Professional Integrity**

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.

Professional integrity is maintained in all the service delivery such as recruitment of learners and staff, sharing of information with the learners and staff, assessment and marking of the learners' work and providing feedback.

## **Further Information**

For further information, please contact us:

London School of Commerce & IT, 59-66 Greenfield Road, London, E1 1EJ, Phone: 0207 702 2509; Fax: 0207 702 9856; E-mail: admissions@lsci.org.uk

Office Hours: Monday – Friday 9.00am – 5.00pm

## **Ownership of IAG Policy**

The Academic Quality and Enhancement Committee (AQEC) is the committee with responsibility for consideration and review of the IAG policy. Management and teaching staff and learners sit in the AQEC meeting. The IAG policy is approved By AQEC on the 20<sup>th</sup> December 2015. The policy was revised in December 2017 and was approved by AQEC in its January meeting dated 30 January 2018.

**LSCI/Policies/2024**  
**Information Advice & Guidance (IAG) Policy**  
**Effective from: Jan 2024 Review date: Dec 2024**

**Reviewed: Jan 2024**  
**Dr Anwarul Haque**  
**Version: 7**