City College Stratford

IAG Services Policy and Procedure

January 2024 v6

The policy and procedure merely covers the following:

- **Aim and objectives of policy & procedure**
- **Communication with IAG staff and learners**
- **IAG services**

IAG Services Policy & Procedure

1. Introduction

This is a policy and procedure for IAG services that states how important information, advice and guidance are given to learners about their courses, qualifications and training and support services by the City College Stratford to achieve their fullest potential. This also tells the principles of IAG services, how IAG staff and learner communicate with each other, what IAG services are provided, and how feedback are collected and processed to improve IAG services.

1.1 Aims:

The aim of IAG services of City College Stratford is to help learners to create an environment to help and support them achieve their fullest potential and provide necessary services to achieve their life and learning goals fully.

1.2 Objectives:

The City College Stratford uses a SMART rule to define the objectives of IAG services and they are given below:

- Ensure learners know what IGA services are available at the college and how to get them
- Improve IAG services continuously for all learners of the college to ensure that they get right services along the main course on time and efficiently
- Increase IAG resources to meet learners needs fully
- Support IAG staffs to improve the quality of work.

2. IAG Manager's roles:

The City College Stratford has an IAG Manager who looks after IAG services including training of IAG staffs, implementation of IAG policy and procedure, review IAG policies/strategies and continuous improvement of IAG services. The roles of IAG manager roles are given below but not limited to:

- Train IAG staffs on a regular basis to ensure that they have up to dated knowledge and skills on IAG services
- Communicate IAG services policy and procedure, changes and so on related to IAG services with all IAG staff and learners
- Update existing IAG services and introduce new IAG services where required to meet learners' needs fully
- Organise meetings with all IAG staff regarding IAG services
- Support for the delivery of IAG services
- Implement IAG services policy and procedure across the college
- Identify suitable resources for IAG services and use them and/or buy them if required communicating with the college Director
- Update IAG resources and college's IAG systems (eg. customised Excel to process feedback and Access to record and prepare reports over IAG services provided) for quality IAG services where require
- Make strategies/plans for IAG services across all learners of the college
- Ensure all IAG related information including staff training, list of all available IAG services, logs/records of learners where they book appointment with IAG staff, signposting and review/feedback forms are safe and recorded correctly
- Review learners' feedback on IAG services they receive
- Monitor day to day IAG services using a holistic and technological approach
- Review/update IAG services policy and procedure (at least once a year) and all other policies related to IAG services including induction pack
- Make strategic plan (including improvement plan for IAG services if needed) to support college aims and vision adequately
- Handle IAG related any complaints promptly and effectively. If a complaint is against the IAG manager, it must be dealt with the Head of College, CEO or any senior member of the college
- Assure internal quality over IAG services and activities
- Report to college the Head of College/CEO on a regular basis.

3. Principles of IAG services

The City College Stratford follows the principles when IAG services are delivered to learners:

3.1 Accessibility and visibility – the college aim is to provide recognised and trusted IAG services which are publicised, signposted and made available to all learners at times and venues which suit their needs.

3.2 Professional and knowledgeable – all of IAG staffs are professional and knowledgeable and they have ability to deliver IAG services quickly and effectively identifying learners' needs and signposting suitable alternative services where required.

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

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3.5 Diversity – college IAG staffs provide a wide range of IAG services to learners recognising the individuality and learners' needs.

3.6 Impartial – the aim of college IAG services is to support learners to make informed choices, on study programmes and progression routes, based on their needs, interests and circumstances.

3.7 Confidentiality – all information related to IAG services are strictly confidential and they are stored with great care to maintain confidentiality and privacy.

3.8 Responsive - the aim of college IAG services is to reflect the present and future needs of learners, demand of labour market of their studied sector and help to meet their life and learning goals fully.

3.9 Friendly and welcoming – college provides IAG services which encourage the learners to successfully engage with the IAG sessions.

3.10 Awareness – the aim of college IAG services is to make all learners aware of the relevant IAG services available to them and to have an informed expectation of those services.

4. Communication with IAG staffs and learners

IAG Manager should communicate with all IAG staffs to ensure that they know what to do for IAG services policy and procedure including any updates, how to delivery IAG services to learners, what the update or change over the IAG services is, resources and policies/strategies, when they have IAG services meeting and trainings and so on. IAG Manager generally uses the following communication methods to communicate with IAG staffs but not limited to depending on the situation (such as COVID 19 or lockdown situation may need different communication methods to communicate with IAG staffs and learners):

4.1 Monthly IAG services meeting – It should be arranged by the IAG Manager and date/time, meeting topics and agendas are generally emailed to every IAG staff few days ago. After meeting, each meeting minute is sent to each IAG staff by email to ensure that they all understand the objective of the meeting and have better understanding on the decisions taken by the meeting. If email doesn't work for any reasons, telephone call can be made to inform an IAG staff regarding a scheduled monthly meeting. For lockdown or COVID 19 situation, meeting can be organised and carried out through online (suing suitable technology such as Skype, Microsoft Team or Webex). In the meeting learners' progress including delivery of IAG services, issues related to IAG services and implementation of IAG plan are generally discussed and recorded as meeting minutes. In the IAG monthly meeting, IAG staffs can provide their ideas, thoughts and opinions over the delivery of IAG sessions, IAG policy and procedure and improvement over available IAG services. College always encourages and influences staffs to ensure that they can provide quality IAG services to learners and contribute to design and implement IAG services policy and procedures with high standard and quality.

4.2 IAG Staff training – Generally college IAG manager or specialist staff or trainer from inside/outside of college delivers one training session to all IAG staffs quarterly on specific topics (such as CV writing, Signposting, Job searching, University admission and so on). It should be face to face training session at college premises but depending on the situation it can be online as well. Training schedule/plan and training materials are generally given to all staff by email in advanced. An IAG staff can use these training materials when they provide relevant IAG services to any learners with or without any modifications. However, IAG staffs are encouraged to customise IAG training and/or service resources to meet learners' needs adequately before starting an IAG session. Generally, topics of IAG staff training are chosen and scheduled of training sessions are done by the IAG manager in advance depending on the learners and staffs' needs, current trends of employability skills, demand of job markets and staffs' continuous development.

4.3 Booking appointment for IAG services – any learners can make an appointment for IAG services sending email to college admin (info@citycollegestratford.com), talking face to face while they are at college premises or over the phone prior to the appointment date. IAG staffs record the appointment date and time on the college database system and confirms this to the learner sending an email, talking face to face and/or over the phone. If learner's preferable date and time are not available, staff offers alternative date/time, communicate with the learner and confirm it sending email and/or calling to the learner. On the same day any type of IAG services is possible to provide without booking a prior appointment if an IAG staff is available. However, learners are encouraged to book an

appointment for any IAG services in advance to ensure adequate quality service as an IAG staff would get enough time to prepare for the session or customer the session to meet learners' needs fully. If any learner needs more than one IAG services (such as if a learners needs computer training and additional support on Maths or English, or getting to know about university admission), two separate IAG services are book to ensure the learner receive both IAG services timely manner.

4.5 Providing IAG services and recording during the delivery of IAG services – Learners are expected to arrive on time (recommended to arrive 5 to 10 minutes before the scheduled time) to receive IAG services. IAG staff generally prepares for the IAG session in advance to ensure that they can deliver IAG session smoothly and effectively to meet learners' needs fully. College expects professional behaviours from IAG staffs and concentrates fully to the learners during an AIG session. For example, IAG staff should not use their mobile phones while they will provide IAG services to learners. Similarly, college also expects good behaviours from the learners during an IAG session. During the IAG services and/or just after the services, IAG staff records the summary of the given IAG services in the college database system including signposting and training for future references and assuring quality of IAG services. A copy of the summary page regarding IAG services can be given to the learner if he/she requests for it. If a learner books for multiple or two IAG services, two separate IAG sessions are considered and recorded into database system correctly.

4.6 IAG services related all information – IAG services related all information including any change of IAG policy/strategy/plan and resources should be written clearly and given to IAG staffs (and learners if applicable) by email or printed copies of them are made available to go through if needed). In addition, it can be discussed over the phone. Generally, all changes/updates are discussed in the monthly IAG meeting to ensure all IAG staffs understand the update/change and able to implement fully for quality assurance and/or compliance. Generally, IAG services related information are available on induction packs, staff/learner handbooks, leaflets, brochures, college website and it is also mentioned by the teaching staffs/assessors in the classrooms.

4.7 IAG staff observation – Generally, each IAG staff is observed by the IAG Manager twice a year to ensure that delivery of IAG services is fit for purpose and free from any bias, help learners to improve his/her achievement and IAG staff complies with all requirements including college and government legislations. Observation date and time over an IAG session is scheduled by the IAG manager in advance communicating with the IAG staff. After observation, IAG Manager should have an one-to-one session with the IAG staff to discuss the outcomes of the observation including recommendations and actions to improve the quality of IAG services and follow up date of actions if necessary from

previous observations. Generally, the IAG manager writes an observation report with actions/recommendations if applicable over the observation session and it is stored as an official document taking signatures on it from both the IAG manager and staff.

4.8 Feedback of learners over provided IAG services – After receiving an IAG services from an IAG staff, a printed copy of IAG feedback form is given to the learner or soft copy of the form is sent to the learner by an email attachment to collect their feedback over the provided IAG services. Generally, IAG manager sends an email to the learners with an IAG Feedback form or the printed copy of an IAG feedback form is given to the learners by the IAG staff to complete and return. The IAG feedback form is collected and processed by the IAG manager. Depending on the situation, an IAG feedback form can be posted to the learner by the IAG manager where a return envelope is provided.

5. Organisational compliance

All college staffs including IAG staffs must comply with all existing and new legislations for their day-to-day activities which might impact on the IAG services and all college policies and procedures. The City College Stratford has it's own health and safety, safeguarding, equal opportunities, data protection (GDPR) and employment legislation compiling with government legislations including current legislation on COVID 19 fully and ensure that each staff understands them very well and complies them fully while they do their day to day activities to raise quality of services. New legislations and/or policies and procedures which might impact on IAG services are clearly written and documented, sent to all staffs including IAG staffs by email immediately, and are also discussed in the next monthly IAG staff meeting. In order to make sure further over compliance, the City College Stratford does the following:

- Twice a year, the delivery of each IAG staff is observed by an IAG manager, senior management staff, Head of Centre or CEO where a report is written with actions/recommendations and further training is provided if required.
- Two training sessions (once per six month) over a year are delivered to each IAG staff where they must attend to ensure that they have adequate knowledge and understanding on IAG services and it's policy and procedure, and they are able to comply with them fully.
- IAG manager reviews IAG services and related all activities as an internal audit over IAG services once in every year and report to the academic Head and CEO for further improvement where necessary. This internal audit ensures that all policies and procedures are in place and complied fully and adequately.
- IAG manager encourages IAG staffs to observe their each other IAG sessions once in every six month. However, each IAG staff observes other IAG session once a year to

learn from each other and improve their experience and delivery over IAG services further.

6. Learners' feedback and Development of IAG services

The City College Stratford considers learners' feedback seriously to develop their IAG services as an on-going development. After receiving IAG services, learners are encouraged to provide their honest and fair feedback on the IAG services they have received. In order to collect feedback on IAG services, an IAG feedback form is sent by email or a printed copy of the form is given to the learners to complete (or as an alternative method, an IAG feedback form with a return envelope is posted) within a week. Learners' IAG feedback form on IAG services is given into a separate file (it should be used in connection to this policy and procedure). All feedback forms are managed (sent, collected, processed and analysed) by the IAG manager strictly as confidential. Generally, after each IAG service (one IAG feedback form if multiple IAG services are provided over two consecutive sessions) session, given by an IAG staff, an IAG feedback form is sent and collected for analysis in order to improve IAG services further.

After collection of feedback forms over a period (such as quarterly or half-yearly), all records are entered into spreadsheet anonymously in order to process and analyse them to find out statistical information including how learners get benefits from IAG services, how IAG services can be improved, whether IAG services meet learners' expectation or not, which activities have worked well or not, and so on. Based on the feedback of IAG services, the IAG manager changes IAG policies and services and improve the quality of delivery of IAG services where necessary.

7. IAG services

The City College Stratford offers a range of IAG services to their learners along with the main courses, delivered by the college to ensure that they can achieve their fullest potential during the study period and beyond. All IAG services are objective, partial and free of bias. A list of IAG services is prepared and designed by the IAG manager and delivered by the IAG staff to the learners with prior appointment. IAG services can be informatics that can be discussed like a professional discussion or advice; support on a certain topic to help learners to their progression; hands-on training with/without computer with/without internet or signposting where other providers/offices can provide better services what they need. For a booking IAG session one or more than one services can be delivered to meet learners' needs and generally in this case two or more sessions are booked separately and they are provided one after another.

The IAG manager is responsible to develop and add an IAG service for the college learners. The IAG manager continuously evaluates job markets and received feedback from learners over IAG services, analyses current trend of employability and learners needs, and discusses with IAG staffs and learners where required. The IAG manager works continuously over IAG services in order to design and develop a new objective, impartial and free of bias IAG services for the college and also improve the quality of existing IAG services including resources where required through a thorough and organised approach to ensure that learners will benefit from it. If any new IAG service is added and/or an existing IAG service is updated, the IAG manager informs to IAG staff and all these changes are discussed in the coming monthly IAG meeting with timely manner to ensure that IAG staff can implement and comply with them fully.

A list of IAG services at the City College Stratford include but not limited to the following:

- ✓ Advice on Career Progression or career development
- ✓ CV writing
- ✓ CPD writing
- ✓ Course Information including university admission
- ✓ Funding Eligibilities
- ✓ Job searching
- ✓ Assignment writing
- ✓ Cover letter writing for a job
- ✓ Personal statement for a university admission
- ✓ Arranging a trip, industrial visit, etc for better knowledge and skills
- ✓ Additional support on English and Maths
- ✓ Advice on Mental Health/Illness
- ✓ Signposting
    - o List of potential local employers with their contacts
    - o List of local libraries with opening time and contacts
    - o List of local child minder offices
    - o List of local Citizen Advice Bureau (CAB)
    - o List of websites where free advice is given on immigration, finance, etc.
    - o List of recommended books for a course
    - o Information of Mental Health/Illness
    - o Information on how to cope with COVID-19 situations
- ✓ Computer courses such as but not limited to:
    - o Basic on computer (how to use keyboard, mouse and internet)
    - o Using computer and safety
    - o Computer basic online
- ✓ Short courses on essential topics such as but not limited to:
    - o Anger/stress management

o Equality and diversity, bibliography/references
o Health and safety
o Preparation for a job interview
o How to manage stress and anxiety over COVID – 19.

7.1 How to access IAG information- IAG services information are discussed in the induction session to ensure that learners know how to access information on IAG services along the main or enrolled course. Similar, if new IAG staffs are employed, during their induction sessions, all policies and procedures related to IAG services are discussed with timely manner. College website, student handbook, staff handbook and marketing materials provide IAG services information and learners are encouraged to go through them and know how to get IAG services to meet their learning and personal goals when they need. Learners are always welcome if they like to speak to any college staff about IAG services, and IAG policy and procedure. Regarding IAG services learners can contact over telephone (on 20 8534 1220) or send email to info@citycollegestratford.com. Learners may get information on IAG services from college social media pages as well.

8. Internal Quality Assurance

College IAG manager is responsible for the Internal Quality Assurance (IQA) of college IAG services and it is done daily, monthly and six-monthly to ensure that college IAG services and policies are adequate, fit for purposes and improve continuously to meet high standard and quality.

8.1 Daily/Weekly IAG services and quality assurance

The college IAG manager always monitors all IAG staffs' IAG activities daily/weekly basis. He checks learners' appointment list for IAG services using Database System, helps IAG staffs to prepare for IAG services if needed, and monitors their daily scheduled of IAG services.

8.2 Monthly IAG services and quality assurance

The college IAG manager monitors all IAG staffs' IAG activities checking learners' appointment list for IAG services using Database System and received IAG feedback forms from learners, and analysing received feedbacks from learners monthly basis. IAG manager reviews and/or monitors all college IAG services and policies monthly basis, make adjustments where necessary to improve quality of IAG services and ensure compliances towards written college IAG policies and procedures, and government legislations. The IAG manager discusses college IAG services and IAG related all issues including the outcomes of monthly monitoring/reviewing and last month's actions/recommendations whether they

have implemented fully or not in the monthly IAG meeting. Each monthly meeting minute is written clearly and given its copy is given to all IAG staffs.

Based on received feedback over IAG services from learners and IAG staffs, actions and/or recommends are given for the improvement of college IAG services and they are also discussed in the monthly IAG meeting to ensure that all IAG staff understand relevant changes and how to implement and comply with them.

8.3 Six-monthly IAG services and quality assurance

As part of six-monthly quality assurance, IAG manager reviews IAG staff members' observation reports and ensures that all given actions/recommendations are complied fully where required to improve the quality of IAG services. The IAG manager reviews all IAG training materials and received feedbacks over IAG training sessions and materials from IAG staffs and improves them to meet learners' needs better. The IAG manager looks into all relevant IAG related issues including compliances thoroughly and detailed towards written IAG policies and procedures, and government legislations to ensure that college is fully complaint. The IAG manager also considers learners' feedback to improve the quality of IAG services and resources. Every six month an internal audit is operated on IAG services as optional (but once a year it is optional) and it's activities and report are presented in the Monthly IAG meeting and given to college management for actions where needed.

8.3.1– Internal Audit over IAG services and activities

As part of this IAG policy and procedure, an internal audit is operated every six month on college IAG services and activities using a thoroughly and organised way to ensure that college IAG services are adequate and complied fully to deliver high quality services to learners and meet learners' expectations fully. It is generally operated by the IAG manager timely manner using a range of techniques such as interviewing with all relevant staffs including IAG staffs, observation of used systems such as Database/Spreadsheet Systems, checking/reviewing IAG and IAG related policies and procedures, and reporting to the college management over one or two consecutive days.

Instead of IAG manager, any other senior and IAG experienced personnel or external (private) IAG assessor or expert can be able to carry out this internal audit over college IAG services and activities if required to get intendent views over the quality of IAG services, and a report is prepared (graphs can be aided for better and easy understanding) based on the findings. The final outcomes of this internal audit could be actions and/or recommendations over IAG services including policies and procedures to comply with required regulations and requirements fully and improve the quality of IAG delivery further. With the help of college management, the IAG manager implements actions/recommendations over few weeks or

within specified period and follows up or monitors IAG services and activities throughout the year to comply fully and improve quality of IAG services and standards continuously.

9. Review and monitoring of the policy

In order to comply with government's legislations and other policies and procedures of the college fully and adequately, any time this policy and procedure may be required to review and distribute among IAG staffs and learners. But generally the City College Stratford reviews this policy and procedure at least once per year to ensure that is fit for purpose and effective at all time to improve the quality and standard of IAG services. The college always monitors all activities related to IAG services and related all policies and procedures to ensure that is used correctly and effectively.

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