

# City College Stratford

## Information, Advice and Guidance Policy

version Jan 2020

1. SCOPE AND PURPOSE 1.1 This policy clearly states the College's commitment to the provision of coherent, impartial and effective Information, Advice and Guidance services to learners and prospective learners and Careers Education, in order to achieve the strategic aims and objectives of the College.

1.2 This policy embodies the National Information, Advice and Guidance Board Principles and the Quality Standards for Information, Advice and Guidance (IAG) and sits with the College's Entitlement Statements and policies on Admissions, Data Protection and Equality of Opportunity as cornerstones for the delivery of the College's mission.

1.3 The policy applies to Information, Advice and Guidance services offered on any College Campus and to services offered by college staff in schools, places of work and other locations. The policy applies to Information, Advice and Guidance offered to any individual or group of clients and to services provided for Careers Education.

1.4 Information and advice on learning and training is provided by Student Services officers, National Careers Service Advisers and Apprenticeship and Business staff at City College Stratford Campus and is freely available to any individual on request.

1.5 Guidance is defined as a process which allows individuals the opportunity to clarify their goals, explore new ideas, research opportunities, assess skills and interests, make decisions and manage their career planning or transition skills. Guidance services are available on request and are free, impartial and confidential to enable both learners and potential learners to make informed decisions as to the most appropriate route for their personal and career development. Working within the Student Advice Centre, guidance services are provided by the Careers Advisors and National Careers Service Advisers. Appointments are made through Admissions and Student Services at the College's two campuses and established outreach centres or by arrangement with the National Careers Service Advisers, where the appointment will take place in a suitable community location.

## 2. ACCOUNTABILITY

2.1 The College offers:

- Information and advice on local and national learning and training opportunities, including Adult Community Learning.
- Details of the Career Development Institute Code of Ethics.
- A clear Statement of Service.
- Well publicised opportunities to make an appointment for a guidance interview.
- An appointment for a guidance interview within the charter standard time of 15 working days from request. An appointment card confirming the guidance interview and outlining how the service can help the client.
- Tutor referral to the Careers Service when appropriate, to support the learner With their career planning and transition.

- Comprehensive careers resources available through a range of formats including
- Referral, where relevant, to other appropriate agencies and providers.
- An opportunity to have further appointments if required.
- Confirmation of the outcomes of a guidance interview in writing, if required.
- A willingness to research information not readily available and a commitment to communicate the results of any such research to a client within 10 working days.
- An opportunity for all to comment on the services listed above and an easily understood complaints procedure for those who wish to complain.

2.2 In addition to the range of information listed above we will make available information relating to:

- Fees and other financial charges associated with a course of study or training.
  - Financial assistance available to support those in education and training.
  - Course entry criteria, qualifications, accreditation and workloads.
  - Any equipment, clothing and materials which the client must provide.
  - Different modes of study available.
  - Progression routes into employment, training and Further and Higher Education and apprenticeships.
  - Job seeking
- 2.3 The College can act on a client's behalf under certain circumstances:
- We can speak on a client's behalf to learning and training providers.
  - We can, with the client's permission, refer the client to another agency that might be better able to respond to the client's individual needs and circumstances.

### 3. PROCESS AND PROCEDURES

3.1 Referral Staff offering Information, Advice or Guidance services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate, and adhere 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 that a client would benefit from referral to another organisation the client 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. The College will ensure that staffs that make referrals have access to a wide range of information on:
- Their own organisation and what is on offer, including Adult Community Learning

- The services of the 'National Careers Service' network partners.
- Other relevant and specialist agencies operating at a local, regional and national level.

3.2 Confidentiality City College Stratford staff delivering Information, Advice or Guidance aim to ensure that the procedures they adopt in the utilisation of confidential information comply with the legal framework provided by the General Data Protection Regulation and the Human Rights Act 1998 and the College's Privacy Statement. 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, or radicalisation. In other cases, where staff consider it useful to the student to disclose information revealed in confidence by a client, to a 3rd party, staff will gain informed consent from the client to so do. Clients will be given the opportunity to provide feedback on the service they have received without identifying themselves.

3.3 Careers Education the College is committed to ensuring that those on 16 to 19 programmes receive high quality impartial careers guidance to prepare them for their chosen next steps and to enable them to make well-informed decisions about their future plans. Careers education is embedded within curriculum and as part of the tutorial programme to enable students to develop employability and independent career management skills, including through enrichment activities. Enrichment sessions, action plans and interview records resulting from Careers Guidance sessions are uploaded to Promonitor/Proportal with the student's permission, to enable holistic support for progression. The Careers Programme is constructed around the Tutorial Scheme of Work, incorporating a Careers Timeline matching activities to key points within the year.

#### 3.4 Activities

Activities are designed taking into account the goals of career management and employability, tutor requests and differentiated according to student needs. Parents are recognised as important contributors to development of career management and are invited to tailored HE and Student Finance information sessions, EHCP reviews and can attend guidance appointments by student request. Evaluation of activities is by participant feedback questionnaires and Student Voice feedback activities. Annual evaluation is undertaken via the Teaching and Learning Survey.

#### 4. IMPLEMENTATION

The Information, Advice and Guidance Statement of Service summarises the nature of the college service and is available to all clients and displayed at all centres where the service is delivered. The Statement of Service will be reviewed annually and more frequently if there is any change to the services provided.

#### 5. ASSOCIATED DOCUMENTS

It is intended that this policy is fair to all. Where any part could potentially lead to unequal outcomes, the policy then justifies why this is a proportionate means of achieving a legitimate aim

## **Review**

This policy is reviewed annually and may be revised in response to feedback from students, tutors and external organisations.