



Fircroft College
Of Adult Education

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of
Adult Education

Information, Advice and Guidance:
**Strategy and Statement of
Service**

August 2017

FIRCROFT COLLEGE OF ADULT EDUCATION

**INFORMATION, ADVICE AND GUIDANCE:
STRATEGY AND STATEMENT OF SERVICE**

1. STATEMENT OF IAG SERVICE

- The Information, Advice and Guidance Service delivered by Fircroft College of Adult Education aims to be inclusive and to meet the needs of all its students and users who are seeking to achieve their potential in education, training, employment and/or voluntary work.
- The College's IAG Service is open to all students who participate in its Access to Higher Education Course, Short Course and special projects provision. The Service is also open to potential students. The Service continues to be available for five years after students finish their course or project at the College; where appropriate.
- The College's Mission, Single Equality Scheme and related policies underpin and support every aspect of its IAG Service.

2. AIM and OBJECTIVES

- 2.1** The overarching aim of the Service is to meet the needs of all its users through the provision of high quality, timely and appropriate, information, advice and guidance.
- 2.2** The delivery of the IAG service will be measured against specific objectives agreed on an annual basis as part of the College's Self-Assessment process and the resulting Quality Improvement plan. This process will be led by the Director of Academic Development and Programmes, the Programme Manager and the IAG Coordinator.

3. OPERATIONAL DELIVERY OF THE IAG SERVICE

3.1 The operational delivery of the IAG service requires a series of ongoing activity and implementation. These considerations are listed below and their effectiveness will be reviewed by all stakeholders of the service:

- Description of the Service for current and potential users, including details of relevant College policies and procedures (e.g. Single Equality Scheme, Complaints)
- A user-friendly process to establish an individual's IAG requirements and the suitability of the College's service to meet these needs.
- The provision of one-to-one and group support, advice and guidance to enable individuals to explore options and choices. This will include the dedicated support for Access students in relation to University admission applications.
- There will be the provision of one-to-one IAG sessions for Short Course students together with a planned programme of carefully designed IAG Short Courses.
- The provision of one-to-one IAG sessions for Fircroft College staff members. This is a separate and confidential service in addition to the existing supervision, appraisal and continuous professional development systems.
- Teaching staff will provide students with information and advice on how they can develop their work and consider relevant progression opportunities through assessment, feedback and tutorials.
- The storage, evaluation, updating and securing of sufficient and relevant information in a range of formats and media.
- Arranging a series of events to link students with other external organisations, employers and agencies. This will create opportunities for career progression, university entry and voluntary work to be explored.
- The effective development and relationship management of key external partnerships with both individuals and organisations that add value to the IAG offer at Fircroft College.
- The utilisation of referral mechanisms through new and established networks to enable individuals to access other and/or more specialist sources of help and advice; where required.



- Ongoing and systematic review of service delivery against agreed measurable objectives so as to identify progress and areas of improvement within the IAG service. This will include feedback from all of the stakeholders that either utilise or deliver the IAG service.
- Ensure equitable access to information, advice and guidance for all College learners and applicants.
- The effective induction, line-management and continuous professional development of all staff delivering the IAG service.
- Adherence and compliance with all relevant legislation and codes of practice, including implementing changes in existing College policies and procedures; when required.
- Promotion of the Service (both externally and internally) including marketing, publicity and information for potential users.
- Use of the College's Health and Safety policies and practices to monitor the premises and equipment

4. GUIDING PRINCIPLES

The operational delivery of the College's IAG Service is underpinned by the Code of Ethics published by the Career Development Institute. There are twelve principles which guide professional behaviour and these are:

- Accessibility
- Accountability
- Autonomy
- Competence
- Confidentiality
- Continuous Professional Development
- Duty of Care – to clients, colleagues, organisations and self
- Equality
- Impartiality
- Justice
- Transparency
- Trustworthiness



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