



Fircroft College
Of Adult Education

Fircroft College

of

Adult Education

Information, Advice and Guidance:
Strategy and Statement of Service

Updated September 2012



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 Long Course, Short Course and special projects provision. The Service is also open to potential students. The Service continues to be available after students finish their course or project and leave the College.
- The College's Mission, Single Equality Scheme and related policies underpin and support every aspect of its IAG Service.

2. GUIDING PRINCIPLES

The delivery of the College's IAG Service is underpinned by the Guiding Principles listed below. These Principles include the Institute of Career Guidance Code of Ethical Principles:

- Confidentiality
- Impartiality and Objectivity
- Focus on the needs of the service user
- Equality
- Commitment to social justice, inclusiveness and accessibility
- Duty of care to students, staff, organisations and self
- Student's right and responsibility for self-determination in making choices
- Competence and continuing professional development of the staff
- Importance of user feedback, monitoring and evaluation
- Entitlement to accessible, up to date, accurate, quality information
- Transparency of all processes and practices and open to scrutiny
- Appropriate and timely referral to other IAG and specialist services
- Accountability for actions and advice



3. STRATEGY

The delivery of the College's IAG Service encompasses the following professional strategies:

- Promotion of the Service, including marketing, publicity and information for potential users
- 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 holding, evaluating, updating and securing of sufficient and relevant information in a range of formats and media
- The provision of help and support, including training if required, to enable students to access and make best use of the information sources in and outside of the College service.
- The provision of one-to-one and group support, advice and guidance to enable individuals to explore options and choices, including specialist IAG short courses
- The utilisation of referral mechanisms and new and established networks to enable individuals to access other and/or more specialist sources of help and advice
- Adherence and responsiveness to all relevant legislation and codes of practice, including implementing changes in existing College policies and procedures when required
- The induction, continuing training and development, and effective line management and support of all staff delivering the service
- The implementation of a range of formal and informal processes to seek and act on views and feedback from service users, College staff and other agencies, including a complaints procedure
- Review of service delivery, set against and informed by aims, objectives, goals and user evaluation, with required change implementation and subsequent review to ensure continuous improvement
- Use of the College's Health and Safety policies and practices to monitor the premises and equipment



4. AIM AND OBJECTIVES

4.1 The 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.

4.2 The Objectives of the Service are to:

- provide a range of accessible, up-to-date sources of information
- offer professional, impartial advice and guidance through group work and confidential one-to-one interviews
- facilitate access to other specialist sources of information, advice and guidance
- provide a number of sessions and residential short courses each year which focus on aspects of careers, education and training
- ensure equitable access to information, advice and guidance for all College students and applicants.

5. SERVICE ACHIEVEMENTS IN 2010-12

- Monthly Open Days are now a successful strategy in identifying potential students' IAG needs
- Gateway short courses developed and delivered to meet the needs of potential students
- Increased number of short courses with an IAG element embedded (e.g. Preparing to Teach, Training the Trainers, Making Choices)
- Final day of majority of short courses have IAG signposting element
- Development and delivery of vocationally oriented short courses (e.g. ILM, gardening, Stepping Stones)
- Long course timetable continues to have group and 1-to-1 IAG sessions
- HE Fair has continued and now open to short course as well as long course students



- The IAG Co-ordinator has achieved a PG Diploma in IAG
- Long course Personal Tutor system expanded and involves more tutors
- Information pack revised for long course applicants
- Continuing IAG service provided post Access Diploma over a period of five years for those seeking HE entry
- Increased number of visits to referring organisations to speak directly to potential students
- Short course guide revamped and made available on website as well as paper based
- Every course has its own information leaflet including being downloadable from the website
- Electronic newsletter mailed out regularly
- Short course application form and process revised, simplified and made more accessible, including download, on-line and paper based
- Pre-course questionnaires developed for some short courses to enable appropriate course selection by both students and tutors
- College has participated successfully in the Birmingham University A to B scheme
- College has co-ordinated and monitored staff Continuing Professional Development activities across all four sectors

6. SERVICE GOALS FOR 2012 - 13

The College's IAG Service goals for the period 2012-13 are:

- to achieve MATRIX re-accreditation
- to continue to strengthen the IAG cross-college team both in terms of quality and quantity by increasing the number of qualified staff
- to launch the Be Inspired event in December 2012 to meet the needs of potential HE applicants and career changers
- to continue to develop Individual Learning Plans, including eILPs
- to launch "Career of the Month" initiative
- to pilot the IAG Observation scheme
- to improve referral mechanisms between IAG and student support staff

7. MONITORING AND REVIEW OF PROGRESS

- Progress towards achieving the goals set out in section 6 above will be formally monitored in January, April and July 2013 by the IAG Working Group led by Sam Robinson-Lerner. First formal monitoring date: 24th January 2013.
- Interim progress reviews will be carried out by the IAG Working Group led by Sam Robinson-Lerner. First review date: 18 December 2012.

Fiona Larden

Principal

September 2012