

## **STUDENT INFORMATION, ADVICE AND GUIDANCE POLICY**

Information Advice and Guidance is defined as a process which allows individuals the opportunity to clarify and set their goals, explore new ideas, research opportunities, assess skills and interests, make decisions, and manage their career planning or transition skills.

### **Purpose of the Policy**

To outline the commitment of Eagles Consultancy Ltd to provide high quality, impartial and effective Information Advice and Guidance (IAG) services to anyone who completes our qualifications.

Our team are committed to support our students to access information that assists them to make informed decisions and support them to enter and progress in education and work.

Our aim is to provide our students with up to date and relevant information advice and guidance throughout their learning journey. We will deliver qualifications and learning experiences tailored to meet their individual needs, whilst supporting them to access qualifications and IAG that promotes personal development opportunities.

Eagles Consultancy Ltd will aim to,

- Provide accurate and impartial advice to students, regards the courses and services offered at Eagles Consultancy Ltd.
- Support the success of our students by offering qualifications that meet their needs and the needs taking account of local priorities.
- Support opportunities for our students to progress within education or employment.
- Provide a service that is appropriate and realistic for the individual, which meets the highest standards of equality and support.

### **Objectives**

Eagles Consultancy Ltd will ensure that the Information Advice and Guidance we provide are

- Reflective of the Matrix Quality Standard.
- Accessible for our students.
- Impartial and free from any biased.
- Offered in accordance with our Equality and Diversity policy.
- Promote a positive outcome for students in terms of learning, education, and employment.
- Inclusive of student feedback to inform practice and continuously improve the service offered.

### **What our learners can expect (IAG):**

- Access to professional and knowledgeable trained staff members.
- Information on induction that outlines contact details for IAG trained staff members.
- Advice and guidance across the full range of services we offer.
- Support active learning, meeting any individual needs whilst overcoming any barriers to learn.
- Responsible approach to advice and careers guidance from trained teachers.
- Encounters with further and higher education, where applicable.
- Transparent and accessible service.
- Promote equality and diversity.
- Maximising each learners' chances of a progression within their chosen career or education pathway.
- Respect the beliefs, values, rights, and dignity of our students.
- Ensure the safeguarding and wellbeing of potential and current students.
- Comply with the Data Protection Act and GDPR regulations 2018, implementation of our company GDPR policy.

### **How Students/Individuals can help us to improve the service**

- By telling us what we are doing well.
- Completing our questionnaires, surveys, and reviews.
- Supporting quality assurance and continuous development by providing information when requested.
- To follow our complaints procedure promptly if the service fails to meet a satisfactory outcome.

### **Complaints**

Eagles Consultancy Ltd will treat complaints about our service in a serious and respectful manner. We will comply with the complaint's procedure and deal with any issues fairly and swiftly. Any unresolved complaints will be referred to the company Director to review and take the necessary action. Feedback from students and clients will be used to inform positive practices and continuous quality improvement.

### **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 student/client centred and appropriate. A referral will occur in partnership with the student/client when another provider offers information or services that better meet the student/client's needs.

## Commitment Statement

### OUR COMMITMENT TO YOU

- To provide you with support and guidance throughout your course.
- To provide you with submission dates for your work.
- To provide written feedback to support your progression and development.
- Maintain required documentation in line with funding requirements.
- Support you to complete and maintain your individual learning plan.
- Offer an inclusive service and provide reasonable adjustments where required to support learning.
- Respond to any emails or messages received from you within 48 hours.
- Offer Information Advice and Guidance about next steps and progression routes.

### YOUR COMMITMENT TO US

- Follow the requirements of the funding body. Failure to do this may result in funding being suspended.
- To read and follow the outlined policies in the study handbook.
- Submit my assignments in line with my submission dates.
- Attend any meetings, virtually or in person that I have arranged and agreed with my tutor.
- Inform my tutor if I cannot make an agreed appointment.
- Complete my activity record log, this will detail work has been completed at a steady pace.
- Work with my course tutor to complete my individual learning plan.
- Complete end of course paperwork timely.
- Provide course feedback so that Eagles Consultancy can continuously improve the service they offer.