



# **The Youth Development Academy**

## **Information, Advice and Guidance (IAG) Policy and Procedure**

## **Policy Statement**

The Youth Development Academy (TYDA) promotes the value of learning and will provide potential, current and former students with Information, Advice and Guidance in order to support them in their choice of appropriate study programmes / careers. Information, Advice and Guidance will be available before enrolment and at all stages after enrolment.

## **Context**

In order to achieve their chosen qualifications, TYDA recognises the student's need to be on the right course, at the right time and with appropriate support. The Academy also has a moral and ethical obligation to ensure all students are recruited with integrity.

TYDA intends to provide appropriate Information, Advice and Guidance, free of charge, to all students within a reasonable time frame.

## **Aims**

Improve the success, progress and employability of our students through access to high quality IAG and outstanding learning opportunities.

## **Objectives**

- Our students and customers to understand the various learning and employment opportunities available, and find ways of overcoming barriers, which might obstruct learning and employment opportunities.
- All information, advice and guidance provided by this service is considered confidential, unless there is a risk to the individual concerned or others.
- Increase the numbers of queries and applications, which lead to enrolments through the provision of timely and high quality IAG services.
- Increase customer satisfaction with the IAG received from the Academy, and actively seek opinions of our students in order to improve the quality of the IAG services.
- Improving Academy Retention, Success and Achievement rates and measure the impact of the IAG services on these
- Improve the percentage of students that positively progress to HE, further training, apprenticeships or employment after receiving IAG at the Academy
- Monitor and ensure equality of access to impartial IAG for the diverse groups of students in the Academy, such as Disabled, Young Parents etc.
- Update and improve the staff training and resources to provide up-to-date, impartial and effective IAG for clients
- Increase participation in learning at all levels, but in particular amongst those students not yet holding a full Level 2 or 3 qualification, through the provision of timely and high quality IAG services

## **Principles**

TYDA adopts the following principles as a basis for its IAG Services:

### **Accessibility and Visibility**

We aim to provide recognised and trusted IAG services, which are publicised, signposted and made available to all students which suit their needs. Utilising student learning portal, student handbooks and ILP's we aim to ensure students have up-to-date resources within their reach.

### **Professional and Knowledgeable**

IAG frontline staff should be appropriately trained and qualified to provide a high level of service. They should have the skills and knowledge to identify and address quickly and effectively the customer's needs or to refer them to suitable alternative provision. Information provided by the services should be up to date, accurate and clear.

### **Availability, Quality and Delivery**

Our IAG services are targeted to the needs of our students and customers. IAG interventions are recorded and audited to ensure quality.

### **Diversity**

The range of IAG services should reflect the diversity of learners' needs. Information and guidance should be accurate and inclusive, meeting the needs of all learners irrespective of age, ability, ethnicity, religion, sexual orientation or gender.

### **Impartial**

Our IAG services aim to support learners to make informed choices, on study programmes and progression routes, based on their needs, interests and circumstances.

### **Responsive**

Our IAG services aim to reflect the present and future needs of our students and customers and the local Labour Market demands.

### **Friendly and welcoming**

We aim to provide services, which encourage the students and customers to successfully engage with us.

### **Enabling**

Our IAG services aim to engage and support students in becoming lifelong learners, allowing them to explore and plan their careers through access to and use of information.

### **Awareness**

We aim to make clients aware of the relevant IAG services available to them and to have an informed expectation of those services. We also aim to ensure students understand the importance of attendance, and how good attendance will impact on their academic success and future careers.

## **Data Protection and Confidentiality**

Any records maintained as part of the IAG process should be kept in accordance with Data Protection and Confidentiality Guidelines.

## **Procedures**

The Marketing Team will:

- Make clear in all promotional material the opportunities available to learners
- Ensure that all information in printed or web format are accurate and updated regularly.
- Ensure that the stocks of prospectuses and other information materials are current and appropriately displayed.

## **TYDA IAG staff will:**

- Provide accurate and appropriate Information and Advice on all aspects of the Academy and its courses and, where necessary, signpost to appropriate alternative services.
- Provide IAG in collaboration with the National Careers Service (NCS), ensuring high quality IAG is available to adult service users in line with NCS quality standards.
- Respond to requests for information (made by email, letter or telephone) in a prompt and efficient manner, by the end of the following working day.
- Notify appropriate faculty areas of requests for courses that we do not currently offer.
- Maintain waiting lists for courses that are full and communicate to students when a new offering is available.
- Attend Academy Open Evenings, Recruitment evenings and other events in order to offer guidance services to potential students and their parents / guardians.
- Make potential / actual learners aware of our IAG Policy.
- Provide year round informed and impartial guidance services through individual appointment slots.
- Address the individual aspirations of each potential / actual student during guidance sessions.
- Oversee IAG for students progressing internally and externally (including HE).
- Work with marketing to create suitable and accurate marketing materials.

## **Management Responsibility**

- Measure and improve the quality of Information, Advice and Guidance through various sources such as: IAG observations, Staff Feedback, Learner feedback, Self-Assessment, Feedback from other organisations.
- To ensure IAG is delivered to the highest standards, adhering to quality standards and contractual protocols and procedures.
- Oversee the availability of on-course Information, Advice and Guidance and associated activities.
- Ensure that marketing and publicity materials are accurate and updated as necessary during the year.
- Ensure an annual review of the IAG Policy and Procedure.
- Hold regular departmental meetings including IAG as an item for discussion.

## Policy Review

This policy will be reviewed on an annual basis, or if there is a change in legal or other business related requirement.

Review date	Description	Reviewed by	Next Review date
15 July 2019	Advice and Guidance (IAG) Policy and Procedure	SMT Team	13 July 2020