



**INFORMATION ADVICE
AND GUIDANCE (IAG)
POLICY**

Policy	INFORMATION ADVICE AND GUIDANCE (IAG) POLICY V.02
Policy Number	030
Responsible	Deputy Principal
Approval By	Academic Committee
Approval Date	August 2020
Next Review	August 2021

Information Advice and Guidance (IAG) Policy

The Crescent Education Services aims to provide a high quality information advice and guidance service which will enable staff, students, employers and enquirers to make informed choices about ways in which the college can meet their individual training and development needs

To implement the policy the College will:

1. Provide accurate and impartial information, advice and guidance to existing and potential students about the courses, qualifications and support services we offer.
2. Provide accurate and impartial information, advice and guidance to employers about the courses, qualifications and training services we offer.
3. Provide accurate and impartial information, advice and guidance to college staff about their rights, entitlements and responsibilities as employees, about staff development procedures and opportunities, about performance management and grievance procedures, and about opportunities to contribute to college strategic planning.
5. Provide a service which is confidential to the individual, and which meets the highest standards of equality of opportunity.

IAG service for staff

We will produce clear and accurate job descriptions and person specifications for each job vacancy that clearly spell out the expectations of the job.

We will disseminate information about job vacancies, produce application packs and provide advice and guidance to potential applicants in a clear and transparent way. We will provide information, advice and guidance to members of the selection panel, in order to ensure that the selection process is open and fair to all. We will provide information, advice and guidance to individual members of staff about their own job performance and related issues.

If we are unable to give you the information, advice and guidance you need we will, wherever possible, refer you to an alternative source of information. As a responsible employer we keep detailed personnel records on our staff.

IAG service to students

Crescent Education Services recognises the need for academic & pastoral (non-academic) support for all students, who need support and advice in adapting to a new living environment, as well as a new learning culture. Many students may be returning to study after a number of years; others may be studying in the UK for the first time. Whatever the reason, the study ethic of the College and its awarding organisation may not yet be fully embedded within new students. If left unguided this may lead to increased absence, a lack of engagement, or even unfair practices. Services for students includes but not limited to;

1. Help with choosing the right course of study and/or qualification

Printed information in our prospectus and on the web about our courses and qualifications, about studying at the college and the services provided to students.

2. Help with starting your studies

We will provide you with a comprehensive induction programme which will include information about:

Your specific course, and how it will be assessed

Learning support available to you

Welfare services available to you

Course information in the form of a college prospectus and handbook.

3. Support during your studies.

We will provide on-going advice and guidance throughout your time with us in order to assist your learning and your personal development. This will include:

Course-based support from your course tutor.

Guidance on arrangements for assessment.

Information, advice, and guidance to enable you to plan your personal, educational and career development.

Reasonable adjustment and study support to facilitate your studies if you have a disability or additional requirements.

4. Pastoral support

Student Welfare provides advice & guidance service to all students throughout their studies. If a student is unhappy or worried, there is always someone who will listen and give support. If a student is experiencing academic or non-academic difficulties this is often signified by a pattern of increasing absence. The College recognises that it has a pastoral responsibility to help students to resolve issues that may prevent their full engagement.

5. Confidentiality

The College is committed to maintaining confidentiality between the student and the member of staff from whom she or he has requested this from. Therefore, students should be reassured that they seek help in confidence and the information they reveal will not be shared without their permission. However, if a student is deemed a danger to themselves or others, the Student Welfare Officer or other member of staff, are obliged to notify relevant other people of the situation. Students may be encouraged to give permission for information about them to be shared in less serious cases – but the decision remains their own.

6. Help with Moving on

We will provide help and support to enable you to choose what you will do next.