

IAG POLICY
AT **MARK** BETTS HAIR
EDUCATION

Effective February 2019

This Policy should be read in conjunction with other policies and procedures including: Equality and Diversity policy, Recruitment Policies, Learner Voice and Programme evaluation policy, Data Protection Policy, Safeguarding Children and Adults at Risk Policy, Quality Improvement Policy, Staff Learning & Development Policy, Complaints Policy.

The Vision and Values for Information, Advice and Guidance (IAG) at Mark Betts Hair Education aims to provide high quality, impartial, information, advice and guidance services which promote the value of learning to learners, prospective learners and employers or other organisations representing current or prospective learners.

The IAG services support our values in that our staff are passionate about education & enabling our learners to reach their potential. The staff seek especially to develop the self-esteem and self-confidence of learners. We share our belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position within the organisation. We value new ideas and approaches and seek new opportunities and solutions to meeting the IAG needs and demands of our learners, employers and the local community whilst supporting national and regional education and economic strategies. We seek to encourage and celebrate creativity and to be supportive of innovation, learning from all that we do. We believe that our staff and learners should work in an environment of friendliness, with a clear sense of purpose to achieve our mission and realise our vision.

IAG Entitlement

Mark Betts Hair Education is committed to create an IAG experience that is:

- Outstanding and delivered in an excellent environment
- Aspirational, designed to inspire and motivate
- Personalised to suit the individual
- Planned to guide learners on to the right courses and to support and stretch them
- Develops self-confidence
- Coaching them to be successful and progress on to their next steps

All clients that use the IAG at Mark Betts Hair Education, i.e. learners, prospective learners and other stakeholders, are entitled to a service that is:

1. Accessible and Visible

Access to IAG should be free from direct or indirect discrimination. Services should be recognised and trusted by clients, have convenient range of entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit clients' needs. So, in addition to direct guidance, IAG is provided on our website, in the learner handbook and marketing material and is available free of charge to any individual on request.

2. Staff

Should have the skills and knowledge to identify the client's needs quickly and effectively. They should have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision.

3. **Impartial**

Clients have the right to information, advice and guidance that is impartial, unbiased and realistic. Where appropriate, referrals will be made to external agencies.

4. **Integrated**

Links between IAG services should be clear from the clients' perspective, regardless of the programme or location of their study. Where necessary, clients will be supported in their transition between services.

5. **Aware of, and responsive to Diversity**

The range of IAG services should reflect the diversity of clients' needs and reflect both clients' present and future needs.

6. **Enabling**

Enquirers, learners, parents, employers, staff and partners should be able to make informed choices about ways in which Mark Betts Hair Education can meet their individual training and development needs. IAG services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications of both learning and work in their future career plans.

7. **Patient, Friendly and Welcoming**

IAG services should encourage clients to engage successfully with the service. Clients are made aware of this entitlement through the website, social media, handbook and the other leaflets. Parents and other stakeholders are made aware at Open Events and Parents' Evenings at local schools. They are also welcome to accompany prospective learners at interview.

IAG Delivery

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes. The following definitions have been used:

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.

Advice – this involves:

- helping a learner understand and interpret information
- providing information and answers to questions and clarifying misunderstandings
- understanding their circumstances, abilities and targets
- advising on options or how to follow a given course of action
- identifying needs – signposting and referring learners who may need more in-depth guidance and support.

Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance – aims to support learners to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some learners and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

In line with the IAG defined above, Mark Betts Hair Education will provide assistance relating to:

- the range of support available
- fees and other financial charges associated with a course of study
- financial assistance available to support those in education and training
- course entry criteria, qualifications, accreditation and modes of study
- equipment, clothing and materials which the student must provide
- impartial careers advice and guidance
- personal goals, aspirations and motivation while on course
- guidance to its current learners to discuss progression

Feedback, Comments and Complaints

- We are committed to developing the quality of our services and we regularly seek the views of our learners to find out how far they are satisfied with the courses and support provided.
- We welcome any comments you have which may help us to improve our services. If you are a learner with us you can pass your comments directly to your Assessor or to any senior manager or member of staff.
- If you are not yet a learner you can contact us via email: info@markbetts.co.uk
- We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with our complaints procedure.

Learner Entitlement

Help with starting your qualification

- We will provide you with written information about the enrolment process, about transport arrangements for enrolment, and about any specific workplace information.
- We will provide you with a comprehensive induction programme. This induction process is carried out by your Assessor, and is very important because it informs learners about resources, facilities and procedures.

During induction we will ensure that you are fully advised and/ or provided with the following:

- learner handbook
- the name of your tutor and assessor
- fire regulations and the evacuation procedures
- health and safety information
- procedure for notifying absence
- appeals and disciplinary procedures
- summary of the qualification you are undertaking and for which you will have had, in most cases, an initial assessment
- Your specific course, and how it will be assessed
- Learning support available to you
- Welfare and Counselling services available to you

Learning Support

Learners at all levels can be helped in a variety of ways for example: study skills, assignment or project writing. Whatever the need we can help, or we know someone who you can contact.

Initial Assessments

All learners undertake initial assessment. Learners are assessed in maths and English to identify whether those skills are at the standard required for their chosen course and, where appropriate, are offered additional support. All learners are assessed to ensure that we are able to respond appropriately to individual needs. Learners who are concerned about their current level of maths or English skills can ask for help including on-line support.

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 assessor/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.

On broader issues including:

- Personal relationships, health and drug or alcohol support we will signpost clients to specialist agencies with relevant expertise.

Help with Moving On

We will provide help and support to enable you to choose what you will do next. This may include:

- Support from staff that can provide you with more information about options beyond your present study, whether it's progression to another course of study, progression to employment or higher education (university).
- Information, advice and guidance about the job-seeking process including CVs and completing application forms, preparing for interviews, and looking for job vacancies.