Information, Advice and Guidance (IAG) Policy

Responsible for Implementation: Head of Careers
Latest Review Date: Nov 2026
Next Review Date: December 2027
Authorised By: Director of Quality & Student Services

Contents

1. Intent of the college IAG service
2. Definitions of IAG
3. Implementation of the college IAG service
4. Impact of the college IAG service
5. Roles and responsibilities

About Us

Access Further Education Ltd ('The College') has subsidiary companies, trading names and trading partnerships through which it operates. The trading names and partnerships might have their own names or brands, but the legal entity for the purpose of this policy is Access Further Education Ltd. Trading subsidiaries, trading names and trading partnerships include Access Creative College ('ACC'), Access Industry ('AI') and Access Sport College ('AS'). The dBs Institute (DBS Music UK Holdings and its subsidiaries), whilst a separate legal entity, shares common Directorships with the College

---

1. Intent of the College IAG service:

1. Provide pre-course students with clear impartial information and advice about their prospective learning at the college.
2. Provide on-course students with clear and industry informed information and advice that empowers them to make informed choices about their learning and next steps.
3. Provide impartial personal career guidance to on-course students who are identified as being in need of such a service.
4. Signpost students to external competent organisations/services where required.
5. Meet recognised quality standards, such as Matrix accreditation.
6. Promote safeguarding, data protection, equality, diversity, inclusion.
7. Provide trained staff to deliver effective IAG.

---

2. Definitions of IAG:

- Information is considered to be any fact, set of facts or knowledge, without exploring the relative merits of different options. Information is factual and not based on opinion or one person's point of view.
- Advice is a recommendation and provides more information about a situation.
- Advice is based on experience and knowledge and requires more in-depth interaction, including the explanation of information and how to access and use the information.
- Guidance is the act of guiding, leading or providing direction. It is normally given by an experienced and appropriately qualified person, such as a careers adviser or counsellor

---

3. Implementation of the College IAG service:

1. Scope: IAG services are offered by the College's Central Services, by any college centre and to services offered by college staff in schools, communities and places of work.
2. Provision: IAG may be offered to an individual or to a group of clients and may be provided face-to-face, by internet, by telephone or via an email enquiry.
3. Pre-course IAG is offered through encounters including school visits, open days, interviews, centre visits, phone calls and online communication.
4. On-course IAG is provided through 1-2-1 reviews, student reports, Personal and Professional Development sessions, vocational course sessions and student and pastoral support.
5. On-course IAG is also provided through online 1-2-1 personal career guidance sessions for identified students. Eligible students include those with an EHCP plan, those at risk and transitioning students without an identified destination.
6. Service values: IAG services are designed to be:
    a. friendly and welcoming;
    b. accessible and visible;
    c. well informed, accurate and up-to-date;
    d. impartial;
    e. confidential, where required;
    f. responsive;
    g. enabling and empowering;
    h. free and available on request;
    i. fully inclusive.
7. Service standards: clients can expect a service which is:
    a. delivered in a professional and timely manner;
    b. personalised to suit the learner as required;
    c. inclusive and promotes equality, opportunity and social justice;
    d. valuable in informing the client about their next steps.
8. Referrals: when a client would benefit and agrees to a referral to another organisation, they should be clearly informed of: a. the reason for the referral and the specific area of expertise of the provider/organisation to which they are being referred; b. the contact details of the provider/organisation to which they are being referred.
9. Confidentiality: use of confidential information complies with the legal framework provided by:
    a. Data Protection Act 1998;
    b. Human Rights Act 1998;

access creative college · access sport college · access industry · dBs Institute of Music

c. the college's Data Protection and GDPR Policy;
d. information gathered in the course of discussion with an individual is regarded as confidential.

---

4. Impact of the College IAG service:

1. Quality assurance: the College will: a. develop quality assurance systems to improve the IAG service; b. use client and staff feedback to improve the IAG service; c. meet sector quality standards by meeting Matrix accreditation requirements and Gatsby benchmarks; d. review the policy on an annual basis.
2. Complaints and compliments: the College will: a. process and respond accordingly to all complaints and compliments about the IAG service; b. comply with the college's complaints procedure and use all feedback as a way to self-improve.

---

5. Roles and Responsibilities:

1. All staff are expected to contribute to the delivery of effective IAG in their different roles.
2. The Executive Leadership Team is responsible for ratifying IAG intent, strategy and policy.
3. The Head of Careers, Employability and Skills holds responsibility for ensuring current Labour Market Intelligence feeds into key IAG touch points.
4. Departmental Heads are responsible for integrating IAG policy within their departmental area and providing support for workforce development needs.
5. Heads of Centre and other centre management staff are responsible for ensuring learners at their centre receive high quality IAG and monitor accordingly.
6. Marketing, Admissions and interview staff are responsible for delivering effective pre-course IAG. This should be clearly informed by Labour Market Intelligence shared by the Head of Careers, Employability and Skills.
7. Learning Support and Pastoral teams are responsible for providing IAG support for students with SEN and other needs.
8. Trained Careers Advisers are responsible for providing careers guidance to students.
9. Teaching staff have responsibility for delivering relevant IAG to their cohorts.
10. Heads of Quality are responsible for contributing to the quality assurance of IAG across the College.

access creative college · access sport college · access industry · dBs Institute of Music