



## Information, Advice & Guidance Policy (IAG)

### Introduction

The BloR Business School provides impartial information, advice and guidance to potential and current learners.

Our support team work within the guidelines of the Equality and Diversity Policy, Disability Disclosure Procedure and Data Protection / Confidentiality Policy. IAG is delivered using a learner centric approach and our IAG form (located using the 'Career Path' icon on the learner's StudyCourse Dashboard) which captures the information required to best advise learners about the program best suited to their needs. It also ensures learners have enough information to make better informed decisions about starting an apprenticeship program.

### Who can access the IAG service?

IAG services can be accessed at any time by potential and current learners at various stages including pre-entry, on programme, and post-programme. This is done using the 'Career Path' icon on the learner's StudyCourse Dashboard.

For pre-enrolment advice our staff will go through the IAG form and send it to the learner via email and online link.

### Information, advice and guidance on:

- Course information & course application.
- Progression planning
- Career planning and decision making
- Other training opportunities
- Higher Education
- Salary guidance

### Delivered by:

- IAG Officer via Telephone / e-mail enquiries
- Tutors

### Evaluation

All individual interviews are evaluated by using a short questionnaire. Evaluations are discussed at staff meetings and actions taken when appropriate.

Customer comment are captured on the forms to monitor and maintain quality our staff are periodically observed.



## **Our Commitment**

We operate to a code of principles. This means our service is / includes:

### **Impartial and Unbiased**

Information, advice and guidance is given all options open to students. We will not promote one option over another.

### **Confidential**

Personal details will only be used to help students move forward and with consent. Interviews will be offered in a private setting.

### **Individual Ownership**

A service centred upon individual need.

### **Equality of Opportunity**

This will underpin all aspects of provision. Students will receive information, advice and guidance to help them realise their full potential, regardless of gender, sexual orientation, religion, disability or race.

### **Transparent**

The guidance process and what to expect will be clearly explained.

### **Accessible**

The service will strive to be accessible to all eligible users. Every endeavour will be made to accommodate you regarding time.

## **Contacts**

IAG Officer

**Ayesha Zada**

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