

Information Advice and Guidance Policy and Procedure

Version V1.3

Information Advice and Guidance Policy and Procedure

1. Purpose

The purpose of the policy is to guide students and support them to develop their self-confidence, advise them to be successful and progress on to their next steps and achieve their lifelong learning goals. UKCBC aims to ensure that every student who joined a course is well supported in terms of providing complete, accurate, objective and relevant information for making a choice of course suitable to his/her career aspiration and learning interests.

2. Definitions

Abbreviations and Acronyms

UKCBC UK College of Business and Computing

IAG Information and guidance

Terms

Information

Information within the context of the IAG service means the provision of information on learning and work. The information could be shared verbally, using printed materials, videos etc.

Advice

Advice requires more interaction with the learner, usually on a one-to-one basis. It may require explanation of some of the information provided, how to access and use information.

Guidance

Guidance is an in-depth interview or other activity conducted by a trained adviser which helps clients to explore a range of options, to relate information to their own needs and circumstances to make decisions about their career (i.e. their progression in learning and work).

3. Scope

This policy applies to:

- Prospective students
- All UKCBC students
- Admissions team
- Student Services team
- UKCBC staff

The following are affected by this policy:

- Prospective students
- All UKCBC students
- Admissions team
- Student Services team
- UKCBC staff

The following must understand this policy:

- Prospective students
- All UKCBC students
- Admissions team
- Student Services team
- UKCBC staff

The Head of Admissions and Head of Student Services have ultimate executive responsibility for the effective development and implementation of the Information, Advice and Guidance Policy.

4. Policy Statement

UKCBC will:

- advise learners on course entry criteria, qualifications, accreditation and modes of study
- inform learners about fees and other financial charges associated with a programme of study
- inform learners about systems in place to support the learning process
- **Ensure individuals are aware of the service, the support available and how to access the service**
- provide career advice and guidance
- inform learners about job opportunities that are consistent with the learner's personal goals, aspirations and motivation
- offer guidance to learners' progression
- provide information about financial assistance available to support in education and training

5. Procedure

- 5.1 The College ensures that all prospective and current students are clearly made aware of the IAG support available to them. This is done using various means such as the student handbook, college website, learning management system, induction programs, seminars, guest lectures from industrial resources persons that are organised from time to time.
- 5.2 IAG services provided to prospective students will be transparent and unbiased. Every student seeking an admission to any course, will be assessed for suitability and appropriate guidance and support will be provided
- 5.3 IAG support provided by UKCBC should refer students to appropriate organisations or Institutions that may provide specific advice and guidance suiting career aspirations of each student. The Heads of various departments should ensure that staff supporting students/processing admissions applications are updated regularly and provided training where required.
- 5.4 Students should be impartially guided to achieve their specific target aims and objectives.
- 5.5 Staff providing IAG services shall be updated with changes in the sector and receive appropriate training.
- 5.6 Students' feedback shall be obtained at various stages from pre-entry to exit points and during the course.
- 5.7 Various Committees at UKCBC shall monitor, evaluate and take appropriate actions on the feedback received.

6. References

Title	Link
Student Recruitment and Admissions Policy and Procedure	
Admissions Appeals Policy	
Student Handbook	

7. History of Versions

Version Number	Date	Link	Author	Comment or Reason for Modification
1.1	Jul 2019		ND	Annual review
1.2	Dec 2021	IAG Policy	SP	Transferred to new template and updated the policy
11.3	Aug 2022	IAG Policy	RSS	Reviewed and Updated