

**Information Advice and Guidance Policy**

**City College Limited**

69 Steward Street

Birmingham

B18 7AF

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| Title | Information, advice and guidance policy | Department | Quality |
| Location | Sharepoint | Author | PWA |
| Approved by SLT | Yes | Date | 5th October 2020 |
| Last Review | January 2021 | Next Review | January 2022 |
| Version | Author | Issue date | Summery |
| V.1 | SS | October 2015 | First draft |
| V.2 | SS | October 2018 | Review |
| V.3 | PWA | May 2020 | Review |
| V.4 | PWA | January 2021 | REview |

**Key Person(s)**

**Managing Director**

**Director of Operations**

**Higher Education Manager**

**Chief of Staff**

**Information, Advice and Guidance Policy**

**Policy Statement**

City College is committed to ensuring that accurate and up to date advice and guidance is provided to all students, staff or any other related individuals. The College aims to provide clear, authentic and up to date information, advice and guidance to existing and prospective students enabling them to make right choices about the training programmes that are right for them. The quality of our service is monitored through performance data and feedback from users

The purpose of this policy is to establish clear guidance for the tutors on the delivery of the programme and to make sure that sufficient information and resources are available to meet the College aims and the statement of purpose.

This policy was developed to ensure compliance with the following consumer protection legislation and guidance

* Consumer Protection from Unfair Trading Regulations 2008.
* Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
* Consumer Rights Act 2015
* General Data Protection Regulations 2018
* The Competition and Markets Authority UK higher education providers: Advice on consumer protection law

**Approach to Information, Advice and Guidance**

City College acknowledges that undergraduate students will generally be acting for purposes outside their trade, business or profession, and therefore will be ‘consumers’ in terms of the Consumer Rights Act 2015. Students are likely to be covered by the definition of ‘consumer’ when they are acting for purposes relating to their individual or personal needs. To protect the consumer rights of students and prospective students, City College aims to ensure that all recruited students receive proper guidance on the policies and procedures of the College

Information, advice and guidance is broadly offered to students and prospective students at three stages during their initial induction into City College; The research and application stage during which the prospective student considers options for what and where to study, and then makes an application. The offer stage when the prospective student decides whether to accept an offer of a place and finally the enrolment stage when the student enrols.

City College recognises the role of the Adverting Standards Authority (ASA) and the Committee of Advertising Practice (CAP). All if City College promotion and marketing is delivered directly to students and potential students and therefore our Information, Advice and Guidance complies with the CAP Code of [Non-broadcast Advertising and Direct and Promotional Marketing](https://www.asa.org.uk/codes-and-rulings/advertising-codes/non-broadcast-code.html). Information relating to all City College services is made readily available to all applicants and potential students.

Information relating to programme structure, fees and College services including our complaints policy and procedure are provided through our website. Student handbooks contain further information relating to programme structure and student expectations. Handbooks are also available on the College website and for students through the College Virtual Learning Platform (VLE) once they are enrolled. All City College policies, including our Complaints and Information, Advice and Guidance Policies, are available on both the College website and the VLE. All City College policies and terms are written in plain and intelligible English to ensure students understand them and how they affect their rights and obligations and how the terms could impact them.

**Roles and Responsibilities**

To implement the aims of this policy, all staff involved in the delivery of Information, advice and guidance will;

* All the information has been internally approved by either the Director of Operations or the Marketing Manager before publication through any medium.
* Information, advice and guidance (IAG) is freely available to all concerned through the common mediums such as the College website, brochures, social media etc.
* The information provided is up to date and accurate and will help students and potential students to make an informed decision about their programme choices
* Where extensive advice is required or if the College is unable to provide further information, links to the relevant resources are made.
* Suitably qualified or experienced personnel have been dedicated for the advice and guidance of individual.
* Identifying basic skills needs and referring those students to sources of help in gaining basic skills in literacy, language, and numeracy
* Provide support considering possible progression paths, personalising options.
* Ensure the College adheres to the Consumer Protection from Unfair Trading Regulations 2008
* Oversight of any induction processes is the responsibility of the Quality Team. Presentation materials are authorised by the Associate Director for Quality and Partnerships.
* Delivery of any induction will be subject to the terms of the Student Induction Policy and Quality Assurance and Delivery Policy. Staff may be observed in the interest of maintain quality standards and improvement.
* Partnership originations may be involved in the induction process, dependent on their availability, either to deliver and support activities with students or to observe the quality of service.
* Overall responsibility for compliance with all consumer legislation is the responsibility of the Director of Operations

**Related policies**

This policy needs to be read in conjunction with other policies including:

* Equality and Diversity Policy
* Complaints Policy and Procedure
* Health and Safety Policy
* Student Protection Plan
* Governance Code
* Student Induction Policy
* Refund and Compensation Policy
* Student Registration and Certification Policy