EDA College

Information, Advice and Guidance Policy

Version	Date	Changes Made	Triger to Chage	Writer/Updater	Next Review
1	Oct 24	New Document	Requirement	Principal	Sep 25

Contents

Introduction

1. EDA College makes every effort to deliver full, unambiguous and fair access to information, advice and guidance services available for all our internal and external direct and indirect stakeholders like students, employees, vendors, awarding organisations, partner universities and oversight bodies.

2. EDA believes in responsive services instead of reactive ones. Therefore, our IAG services ensure that our actual and potential students, employees and other stakeholders make informed decisions to engage with our educational services and programmes. Our IAG is available throughout the students' journey from the point of initial interest to recruitment, admission, registration, enrolment and then active participation in the learning process with clear information, advice and guidance for their continuation and completion.

3. The IAG at EDA College does not stop at course completion rather it stays actively live and beaming until our students progress to next level of their course or to some employment in their chosen job area. We even keep our guidance and engagement open through alumni services for our graduates.

Definitions

Information:

4. Information means all the mediated and unmediated data that is provided by the EDA College to its learners, employees, contractors, partners and other stakeholders through face-to-face, online, printed materials, telephonic conversations and its website.

Advice:

5. Advice means making others understand and own the information in the way that they can use it for their and others benefit. The EDA College advice process intends to clarify all misunderstanding and questions that our learners and other stakeholders have about any information or process that affect their life at EDA college.

6. The advice process goes further signpost or refer the students about different options that they may have to reach the best outcome of their queries and the support available to them inside or outside the college

Guidance:

7. Guidance means working as to lobby for the learners by becoming their advocate of the issues they face. There is a larger element of support in the guidance part for the IAG. Understanding

learners and their needs and finding solutions to the problems the learners, employees or other stakeholders face while encountering any of the relevant people or service at EDA College.

8. Guidance entails the activities like helping supporting and signposting students to receive reference letter, council letter, or help with CV writing, or with other personal, academic or professional issues.

Overall Objectives:

i. To provide full, unambiguous and fair IAG in a way that is easily understood by the recipient in a satisfactory manner

ii. To follow Data Protection Act and GDPR in all information, advice and guidance process at EDA College

iii. To make IAG without any discrimination and bias ensuring equality and diversity throughout.

iv. To erect a system of monitoring, reviewing, appraising the IAG services for continuous improvement purpose

v. To ensure that all the potential students are signposted to other suitable courses/programmes/organisations that are not provided at EDA College.

Student-specific IAG

9. The EDA Student-specific IAG aims to provide learners, their parents/guardians an adequate, current, reliable and easy to comprehend IAG services. The IAG services should address all questions and concerns of the students that emerge during their journey at our college.

10. The student-specific IAG at EDA College aims to achieve following **objectives**;

    a. The students will be given clear information, advice and guidance regarding their progression within the qualification and the pathways of progression available in the programme.

    b. The students should be able to understand fully their route to employability and progression to any qualification that is outside the remit of EDA College

    c. To help students understand the range of opportunities available by the delivery of clear information in a wide variety of contexts and formats which enables clients to make informed and realistic decisions about their current and potential future personal and professional needs

d. To overcome any barriers and challenges to learning, development and progression, encouraging the culture of lifelong learning, supported by effective curriculum plans/course schedules

e. To evaluate impact and continuously improve our performance and development against Strategic targets, B Conditions and CCP threshold of the Office for Students (OfS) and our university partners.

Staff-specific IAG

11. EDA College's staff-specific IAG aims to avail its current and potential staff with effective information, advice and guidance to make informed decisions to join the EDA College and after joining they are fully aware of how to continuously improve their knowledge, skills and experience to play effective role for their own progress within the organisation.

12. The Staff-specific IAG at EDA College has following vivid **objectives**;

a. To provide staff with clear understanding of their roles and responsibilities through published job description

b. To enable our staff to recognise the extent of their own competencies and to direct them to the most appropriate internal and/or external sources who can address individual CPD (Continuing Professional Development) needs

c. To train all staff in IAG to a level that meets their job role and responsibilities ensuring continued professional development takes place within the EDA College CPD and staff training calendar based on the Training Needs Analysis.

d. To evaluate and continuously improve staff performance using induction, orientation, onboarding, CPD events, 1:1 training.

e. To continue to develop effective strategies and take effective action to improve the company performance through our employees that is in turn supportive of leaners.

f. To maintain our team spirit, ethics and values that adhere to company's vision and mission statement

g. To ensure our teaching, learning and assessment delivery staff are registered with professional bodies and keep up to date with CPD requirements.

Partner-specific IAG

13. The partner-specific IAG is to make the information available to our partners in a clear, consistent and coherent manner. The aim is to build and develop positive relationship with our partners at all levels and directions.

14. The measure of the information being clear, consistent and coherent will be the achievement of following **objectives** through our IAG implementation;

    a. To collaborate with partners involved in the delivery of the teaching, learning and assessments of our learners

    b. To collaborate and share necessary information with partner University, link tutors, external examiners and other agencies on continued basis

    c. T complete the annual enhancement round reports and share with the partner university

    d. To meet the requirements of quality and standards set by OfS A & B conditions

    e. To maintain information on Continuation, Completion and Progression (CCP) thresholds set by the OfS

    f. To review annual and long-term plans of engagement with the partners in order to accommodate changes in financial and economic context

Promotional Aspect of IAG

15. The EDA College makes all necessary arrangements for covering the aspects of IAG in its promotional activities that it does using different media like;

College Website:

16. The EDA College website is equipped with all the information, advice and guidance necessary for its students, employees and the public at large to understand our mission, vision, values, courses, programmes of study, term dates, key staff and important policies and procedures.

17. The website is reviewed regularly to ensure that the information published is up-to-date.

Social Media:

18. The college aims to use the social media for promotion of its courses, achievements and best practices through the reasonable and responsible use of social media. For this our digital media team will be responsible for the review and update of promotional activities to be real, engaging and illuminating.

Printed Material:

19. The EDA College publishes its promotional material regarding upcoming courses and events and facilities through the use of printed materials. Though at a limited level, the EDA College distributes pamphlets, leaflets and brochures to the students on different aspects of the course/programme delivery and other events that take place in the college.

20. The marketing team reviews and updates the information on printed material to keep it valid and reliable.

Roles and Responsibilities

Admin and Admissions

21. The admissions team at EDA College have been given the role of providing information, advice and guidance to prospective students on recruitment to university programme. The are responsible for sharing the entry requirements for respective programme of study at different levels e.g. foundation or undergraduate level 4, 5, 6. The designate admissions officer is responsible to note down each student's record of inquiry and consequent information and signposting that was offered to the prospective.

Registry

22. The registry team deals with all the students who have been offered the place to study in a programme and they are responsible for providing information, advice and guidance on enrolment, registration mode of study, and timetable options that EDA college provides so that the learners make informed and well-guided decision at the outset.

Academics

23. The academic team is responsible for providing information, advice and guidance to the learners who have accepted the place and got registered and enrolled on the programme/course. The academic team's role is to gather data from registry to plan students' induction and orientation in the course. The induction pack includes presentation slides, programme handbook and any other relevant information that will guide the learners about key academic personnel on the course/programme, teaching, learning and assessment policies, attendance and engagement policy, a brief introduction to the college VLE and its usage, e-library and other learning resources and other physical facilities at the College.