

The JGA Group

IAG Policy and Procedure

The JGA Group promotes the value of learning and will provide potential, current and former learners with Information, Advice and Guidance in order to support them in their choice of appropriate study programmes and careers. Information, Advice and Guidance will be available before enrolment and at all stages after enrolment.

In order to achieve their chosen qualifications, The JGA Group recognises the learner's need to be on the right course, at the right time and with appropriate support. JGA also has a moral and ethical obligation to ensure all students are recruited with integrity.

JGA provides appropriate Information, Advice and Guidance, free of charge, to all learners within a reasonable timeframe.

Aim

- Improve the success, progress and employability of our learners through access to high quality IAG and outstanding learning opportunities.

Objectives

- Increase participation in learning at all levels.
- Actively seek opinions of our learners in order to improve the quality of the IAG services.

The JGA Group adopts the following principles as a basis for its IAG Services:

Accessibility and Visibility - we aim to provide recognised and trusted IAG services which are publicised, signposted and made available to all learners at times and venues which suit their needs.

Professional and Knowledgeable - our staff should have the ability to quickly and effectively identify learners' needs and if necessary, signpost or refer them to suitable alternative services.

Effective connections – where learners are signposted to suitable alternative services, we aim to support them in that transition.

Availability, Quality and Delivery – our IAG services are targeted to the needs of our learners.

Diversity – we recognise the individuality of our learners and provide a range of services to reflect this.

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Impartial – we aim to support learners to make informed choices, on study programmes and progression routes, based on their needs, interests and circumstances.

Responsive – we aim to reflect the present and future needs of our students and the local Labour Market demands.

Friendly and welcoming – we aim to provide services which encourage the learners to successfully engage with us.

Enabling – we aim to engage and support learners in becoming lifelong learners, allowing them to explore and plan their careers through access to and use of information.

Awareness – we aim to make customers aware of the relevant IAG services available to them and to have an informed expectation of those services.

Procedures

The Marketing Team will:

- Make clear in all promotional material the opportunities available to learners
- Ensure that information in printed or web format is accurate and up to dated.

Staff will:

- Provide accurate and appropriate Information and Advice on all aspects of the company and its courses and, where necessary, signpost to appropriate alternative services.
- Respond to requests for information (made by email, letter or telephone) in a prompt and efficient manner.

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