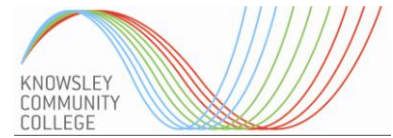


SUMMARY STATEMENT OF SERVICE INFORMATION, ADVICE AND GUIDANCE



What our clients can expect from us:

One of the College's Strategic Objectives is to promote an ethos of inclusivity, equality and diversity ensuring every person is valued and supported. IAG staff recognise their contribution to meeting this goal and will work hard to ensure that:

- ✚ IAG services and Admissions procedures are clear and information about how clients can access these services is easily available
- ✚ College guidance information is available in a variety of formats
- ✚ They are appropriately trained and regularly updated
- ✚ Information regarding the admissions process is clear and the team will be proactive in reminding applicants of the next stage of the process
- ✚ Applicants disclosing a learning difficulty and/or disability will be offered a learning support assessment and reasonable adjustments will be made to ensure access to our admissions process
- ✚ Applicants are aware that they can be accompanied. Prospective students are openly invited to bring a parent, carer, advocate or friend along with them to their interview
- ✚ They offer impartial information, advice and guidance as well as specific subject or course information
- ✚ IAG and induction will be equally as thorough when applying to start college late or outside of normal enrolment times
- ✚ The service is available all year round to provide support for enquirers
- ✚ IAG and the admissions process are regularly reviewed
- ✚ They adhere to the Code of Ethics and Practice (Safeguarding Policy)
- ✚ They work in partnership with other external IAG providers to provide a comprehensive and personalised service

What we expect from the client:

- ✚ IAG staff recognise that information, advice and guidance can only be effective when the client plays an equal role. To this end, they expect that all clients accessing our service will, where possible:
 - ✚ Attend all interviews which have been arranged
 - ✚ Be punctual
 - ✚ Inform the College at the earliest possible moment if they cannot keep any appointment arranged for them
 - ✚ Bring any appropriate information that will help during their IAG session
 - ✚ Conduct themselves in a manner which does not cause offence or harm to others
 - ✚ Ensure that any appointments made via referral to other agencies or service providers are kept
 - ✚ Carry out any actions and/or activities recommended/discussed during IAG session(s)
 - ✚ Complete any feedback questionnaires, as requested, in order to help us quality assure and improve our service