



Kingsley Information, Advice and Guidance (IAG) Policy

1.IAG

1.1 The purpose of the IAG Service from Student Support is to support you in achieving your aspirations including your study and career goals, whether you are considering studying with Kingsley, or are already a student.

Information: is a range of resource material available online that is presented in a way that encourages self-assessment and independent decision making whilst also delivering factual data. Information is also provided by practitioners who will direct enquirers and students to relevant resources. Practitioners will use a variety of questioning techniques to gain an understanding of requirements and circumstances whilst identifying any underlying needs or potential barriers to study. Practitioners will signpost enquirers and students to more specialist support where needed.

Advice: is the process of supporting enquirers and students to reach informed decisions by making suggestions relevant to their options. Practitioners will use a variety of questioning techniques to clarify further and identify specific needs and help enquirers and students to interpret more complex information.

Guidance: is the process of helping enquirers and students with more complex needs to explore issues that may present a barrier to successful study. Practitioners will encourage enquirers and students to assess appropriate options and make decisions that are in their best interests and will facilitate learning and progression. Guidance is likely to involve challenging unrealistic expectations; advocacy on behalf of enquirers and students; and referrals to more specialist support.

1.2 Prospective and current Kingsley students come from a diverse range of backgrounds and display a varied range of educational experience. The IAG Service supports you in making decisions about our study and career planning, based upon your individual needs, circumstances and interests. We place an emphasis on

helping you to make informed decisions about your studies by providing online information and advice that is easy to access, clear, relevant and up to date.

1.3 Our service is consistent with the Kingsley approach to educational support and guidance, and is delivered in accordance with the principles of the nationally recognised quality and standards. We contribute to the Kingsley's commitment to reach more students with life-changing learning that meets their needs and enriches society.

1.4 The IAG Service entitlements for enquirers and students is outlined in our Information, Advice and Guidance Statement of Service.

Policy

1. Aims, Objectives and our Commitments

1.1 We aim to provide an IAG Service which:

- respects the needs of the individual enquirer or student. As a service, our Information, Advice and Guidance is underpinned and informed by our learning model at Kingsley

- is targeted to the specific needs of enquirers and students at different stages of their studies with Kingsley

1.2 We aim to provide you with an impartial IAG Service which respects your individual needs and supports informed course choice and decision making.

1.3 We are committed to developing the IAG Service through compliance with the external Quality Standards, and via continuous quality improvement, including monitoring, staff training and development.

1.4 We will:

- i) Take into account any concerns you may identify in relation to the IAG Service.

- ii) Record any necessary communication with you in our customer relationship database, regarding prospective/current study.

1.5 With regard to Data Protection:

- i) Information will be held in accordance with the University Student Privacy Notice.

- ii) When you contact Kingsley, we will ask you to confirm some personal data before discussing your record.

1.6 The objectives of the IAG Service are to ensure that:

- i) You are empowered to achieve your study and career goals and to develop independence in your decision-making.

- ii) The IAG Service can support you if you have additional needs to enable you to overcome potential barriers to study.

- iii) The IAG Service supports student success, progression and retention.

- iv) The delivery of Information, Advice and Guidance is responsive to changes and developments within the University and in the external environment.

1.7 We will achieve these objectives by:

- i) raising awareness of the IAG Service so that you know what you can expect and how to access it;

- ii) providing you with timely and targeted information, advice and guidance at key points in your studies to support your study progress;

- iii) ensuring, as far as possible, that our online information and advice is current, personalised, accessible, accurate and takes account of individual needs;

- iv) providing opportunities for you to access information, advice and guidance through a variety of channels, including online discussion forums, email and telephone;

- v) offering a range of opportunities to give feedback regularly on our IAG Service, and encouraging, and acting, on student and staff feedback;

vi) ensuring members of staff have opportunities for training, skills and knowledge development appropriate to their roles;

vii) monitoring and maintaining the IAG Service regarding the key skill sets required for an effective and responsive service;

viii) seeking to ensure the IAG Service explores and adopts innovative and digital technology as appropriate and relevant in line with Kingsley strategic plans;

ix) identifying key internal and external points of contact, such as staff, or external agencies, to inform and support the provision of Information, Advice and Guidance.

2. Students under the age of 18

2.1 Kingsley has specific procedures in place to help children and young people who are considering applying to study according to the Admission of Applicants under the age of 18.

2.2 Kingsley recommends that all applicants under the age of 18 have an appointed Advocate at the time they commence their studies in accordance with the

Advocacy Policy.

3. Implementation and review

3.1 The implementation of the policy takes place through the delivery of Information, Advice and Guidance, and is evaluated through quality assurance mechanisms such as monitoring and evaluation, and accreditation to matrix, the national Quality Standards from the QAA code.

3.2. The policy will be reviewed every three years to ensure it remains appropriate and relevant to IAG Service delivery, quality assurance processes and alignment with key regulatory policies.

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