



Information, Advice and Guidance Policy

This statement sets out the details of LMA's IAG service as it applies to students and employers. The purpose of this statement is to clarify what is on offer, and what someone can expect when using the service.

To implement the policy LMA will:

1. Provide accurate and impartial information, advice and guidance to existing and potential students about the courses, qualifications and support services we offer;
2. Provide accurate and impartial information, advice and guidance to employers about the courses, qualifications and training services we offer;
3. Provide a service that meets Matrix Standards whilst complying with requirements laid down by The Department for Education and The Competition and Markets Authority.
4. Provide a service which is confidential to the individual, and which meets the highest standards of equality of opportunity.

Student Information, Advice and Guidance (IAG)

1. A stable careers programme
2. Learning from career and labour market information
3. Addressing the needs of each student
4. Linking curriculum learning to careers
5. Encounters with employers and employees
6. Experiences of workplaces
7. Encounters with further and higher education

Who can use our services?

Enquirers and prospective students who do not yet study with LMA but are considering us as a study option.

Current students who are enrolled on a course of study at LMA and are interested in doing another course.

Leaving students who require support in progressing their training or career, or who wish to become part of the LMA alumni.

What can be expected from us?

Accurate and impartial information, advice and guidance on the full range of services we offer, as detailed below.

We offer information and advice on courses and qualifications available at LMA. If study elsewhere is more appropriate then we will, where possible, suggest alternatives.

A Careers and Employability programme for every FE learner which will include careers guidance sessions.

A study programme that is designed to best prepare learners for the workplace, tailored specifically to meet the needs of the sector and employers with the aim of maximising each learners chances of a positive destination.

Frequent encounters with Employers and Workplaces through LMA 'Employer Mentor' schemes, industry visits and guest lectures and the provision of work experience and extended work placements for every FE learner.

Opportunities for learners to access voluntary and paid employment through the promotion of vacancies via LMA student social and media networks.

A service that conforms to national standards and benchmarks including the Matrix Standard and guidance provided by the Department for Education and Competition and Markets Authority ensuring IAG is at all times;

- Accessible and Visible
- Professional and Knowledgeable
- Impartial
- Responsive to learners needs
- Friendly and welcoming
- Ensuring the safeguarding and wellbeing of potential and current students

Equality of Treatment

We aim to treat all our students solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance or sexual orientation.

Confidentiality

In order to provide the best possible service to you we keep a record of your details, your academic record and your contacts with us. This record can only be accessed by authorised college staff who need to see this information as part of their work. We take all appropriate physical, technical and contractual measures to ensure that your information cannot be used by anyone outside LMA and in compliance with current data protection legislation.

What do we expect from prospective students?

In order for LMA to provide the highest quality IAG, we require;

As much relevant information as you can give us so that we can answer your enquiry fully; for example, disclosing a disability or additional requirement to enable us to provide extra support if applicable; If you have any questions or concerns about your application, your enquiry, your course or your progress, we expect you to contact us as soon as possible in order to resolve the issue.

Document Title	IAG Policy
Author	Hannah Talbot, Head of Student Services
Date published	June 2020
Review planned	June 2021