

Information, Advice and Guidance (IAG) including Careers Information, Advice and Guidance (CIAG)

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Purpose

We want to make sure that all our students have free, quality advice and guidance both at the stage of enrolling at ELATT and progressing to their next step.

What information, advice and guidance can I expect at ELATT?

We aim to provide you with comprehensive support through our qualified IAG and teaching staff. Our staff will support you throughout your time at ELATT through regular input in your course and also 1:1 support.

Our staff can offer you the following services:

- Impartial and unbiased advice on the courses we provide.
- Information regarding the qualifications and career paths that our programmes offer
- Referral to specialist agencies to help you when you are facing personal difficulties
- Referrals to other quality learning providers if our courses are not suitable for you, or we cannot meet all your needs.
- Assessment to make sure the course level is right for you
- Soft Skills and employability support, or referral to partner agencies to access these services
- Advice on progression into work or further learning
- On some of our courses, we will help you access work placements or volunteering opportunities

We can also offer you independent **Careers Information, Advice and Guidance (CIAG)** provided by our careers partner Prospects. ELATT students will have the following access to CIAG:

Sixth Form students

This service is delivered to all Sixth Form students in their final year at ELATT, and any Sixth Form student can request CIAG at any point in their journey at ELATT.

Adult (19+) students

This service will be offered to all adult students at their expected final level of study at ELATT.

Our commitment to you

- You will get free access to the Internet for job search.
- Your meetings with your Tutor and supporting staff will remain confidential
- We will actively promote Equal Opportunities and Diversity
- We will welcome the opportunity to receive your feedback on the quality of our service to you
- We will work with our network of Industry Partners to provide you with work experience, mentoring opportunities from industry professionals. Read more about our Industry Partners here: <https://elatt.org.uk/supporters/industry-partners>
- We will provide you with free, impartial welfare, housing and debt advice through our welfare partner [Island Advice](#) when you need it to support you remaining on course
- We will fully comply with Data Protection legislation and keep your information confidential, and you will be fully informed if your data needs to be shared with our funders)
- We will signpost you to other agencies if we are unable to give you a specific advice that you asked for.

Careers Information, Advice and Guidance (CIAG): Additional information

- Our Career Discussions are delivered by our specialist partner Prospects who provide us with a Level 7 qualified Career Development Institute (CDI) adviser.
- Your sessions will be independent, ensuring that you know all your options for future learning and career progression.
- Sessions usually last 45 minutes, and you can arrange follow up sessions if you need.

Your commitment to us

- You will attend all the IAG/CIAG sessions we offer you on time whether face-to-face or online
- You will supply accurate information and evidence so that the Advisor has the best understanding of your needs and options as possible
- You will fully cooperate with our advisers and ask if anything is unclear to you
- You will give us your feedback
- You will keep us informed of your progress
- You will attend the sessions we organise with our [Industry Partners](#).

Quality and Evaluation

ELATT has been quality assured against the [matrix Standard](#) since 2004. Matrix accreditation is the international quality standard for organisations that deliver information, advice and/or guidance (IAG), either as their sole purpose or as part of their service offering. The Matrix Standard is the Department for Education's (DfE) standard for ensuring the quality of the delivery of high-quality information, advice and guidance. ELATT is committed to Continuous Quality Improvement to help inform future aims and objectives of our service.

We also evaluate the quality of our IAG and CIAG support through:

- Student satisfaction surveys
- Student progression, achievement and next steps data

The Information, Advice and Guidance (IAG) assessment

At your first Advice session we will talk about what you want to achieve, and how we can help you do that.

Applying for the course

The Advisor will complete an application form with you. This is a simple form that asks briefly about your studies and work-life so far.

You will then take an assessment for the course. This is to make sure you get on a course at the right level of learning.

You will receive feedback within 3 days. Depending on the result of your assessment you will either be enrolled on the course, or the assessor will discuss your assessment result with you and offer advice on further courses or jobs if necessary.

You will be given the start date and timetable for the course you will do.

Attending the course

The course will start with Induction, and you will meet your Course Tutor and other teachers, the Finance team and IT team.

Your Course Tutor will meet with you periodically during your course to ensure you are progressing well.

Towards the end of each course, an advisor from our Student Support team will meet with you to discuss your next steps, at ELATT or elsewhere.

Feedback

ELATT believes in continuously improving its services to its learners. Please use the suggestions box in the reception area to post comments and views on any of the services that we provide.

We hope you enjoy your time here with us and wish you all the best for the future.