

IAG Statement of Service

September 2017

Purpose

We want to make sure that all our learners have free, quality career advice.

What information, advice and guidance (IAG) 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.

OUR COMMITMENT TO YOU

You can also expect:

- ▶ 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 actively strive to improve our services based on your feedback and our own Quality Improvement measures.

The information, advice and guidance 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.