Information, Advice and Guidance (IAG) Policy and Procedure

**Information, Advice and Guidance (IAG) Policy**

This policy and procedure is reviewed bi-annually by the Principal of 3cats in conjunction with tutors and external agencies.

The Principal of 3cats is responsible for the co-ordination of the delivery of IAG to the students by tutors and external agencies, tutors are expected to have IAG experience and are required to maintain their CPD in this area, training will be provided after assessment.

All courses, excluding the short Introduction to Accounts course are QCF/RQF accredited by the International Association of Bookkeepers

**Initial interface with potential student**

Initial contact with potential students can occur through the 3cats website, their telephone service, email or face to face introductions.

It is the responsibility of tutors to assess, via email but preferably by personal contact the suitability/experience/skill base of the potential student before offering enrolment to a course.

Potential students are signposted to the 3cats website for full course information including course entry requirements and qualification progression.

If the candidate is seeking to start at Level 1 and there is uncertainty about capability then the Numeracy and Literacy test must be undertaken at the first session. Serious weaknesses in either skill must be addressed by signposting the student to other learning bodies to enhance the Basic skill level. It is vital to ensure candidates are honest in their skills assessment and are asked if they have any learning difficulties, such as dyslexia, which will require tutor awareness and possible time concession.

The Induction Programme for each course will not only explain the course but also where the course fits within the scope of the progressive qualifications offered. The aspirations of the students for their future careers are noted in the course folder and the course outcomes are then related to those aspirations as well as the options open to them for further progression and how the qualifications relate to job opportunities within the context of the different types of organisations and businesses.

It is important that this interchange of information is seen by the students as impartial, confidential when required, open to all and that private consultation is available.

 Progression through the International Association of Bookkeepers (IAB) and then on to Association of Accounting Technicians (AAT) for those seeking a formal professional career is recommended. Self-employment in Bookkeeping is possible after IAB Level 2 but would be tempered with advice and support on self-employment.

Students, once enrolled, are student members of IAB and as such are encouraged to use the resources of IAB , including the website, to enhance their understanding of the profession and the opportunities it presents. Other outside bodies, such as the National Careers Service, progression materials are made available and the use of libraries and the internet for appropriate reference material is signposted.

**On-going interface**

At each and every stage of their learning students ask about career options, tutors should offer opinions and signpost students to specialist advice as appropriate. Students are encouraged to raise work/skill related issues within sessions so that all students benefit from the analysis and discussion as well as feeling encouraged to network within the group.

The 3cats IAG folder is available at all lessons and is updated regularly through the year with articles and data on employment opportunities, bookkeeping tips, articles and skills plus information leaflets from partner organisation.

The business experience of tutors should be used to interject relevant case study examples in class sessions thus giving learners realistic experiences of work based tasks and incidents putting their potential work roles and responsibilities into context.

Tutors should be open to requests to provide references for learners based on the tutor experience of the students’ performance on the course. Students are encouraged to make tutors aware of impending job interviews so that appropriate counselling can be offered.

**Leaving interface**

Tutors will ensure that each leaving student has checked/ updated their contact details so that they may be contacted personally with their exam results and given any final advice requested or felt to be necessary to offer for their future progression and job seeking.

Students are reminded that they may contact the Principal at any time by email for assistance with work related issues or job prospects and interviews.

Students are made aware that their postal and email addresses will be kept live by 3cats to be used to contact past students for updates on job/career/work progress. Students are encouraged to maintain contact with 3cats and update them on their career progression.

**Complaints**

All complaints will be handled initially by the tutor responsible for that class and student who will advise the Principal accordingly and in accordance with the 3cats Grievance and Complaints Procedure.

The Tutor will complete a 3cats Complaint Record and submit it to the Principal when the student has been interviewed and the complaint resolved within the Complaints Procedure timeline.

In the event that the complaint has not been satisfactorily resolved by the Tutor it will be escalated to the Principal for resolution. All stages will be recorded on the Complaint Record.

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Approved by:   D.E. Nelson - Principal