

Milltech Information Advice and Guidance (IAG) Policy

Milltech aims to provide a high quality information advice and guidance service which will enable learners, employers and enquirers to make informed choices about ways in which we can meet their individual training and development needs.

To implement the policy Milltech will aim to:

1. Provide accurate and impartial information, advice and guidance to existing and potential learners about the programmes and qualifications we offer.
2. Provide accurate and impartial information, advice and guidance to employers about the programmes and qualifications we offer.
3. Provide a service that conforms to the standards laid down by the National Information, Advice and Guidance Board, and which meets the standards required for Matrix accreditation.
4. Provide a service which is confidential to the individual, and which meets the highest standards of equality of opportunity.

Statement of External Service

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

Who can use our services?

- **Current learners** who are already on a learning programme and are interested in further learning.
- **Enquirers and prospective learners** who are not yet on a learning programme with Milltech but are considering us as an option.
- **Employers** who want information about our programmes or about the bespoke training we can offer.

What can you expect from us?

- **Accurate and impartial information, advice and guidance** on the full range of programmes and qualifications available through Milltech. If learning elsewhere is more appropriate then we will, where possible, suggest alternatives.
- **A service that conforms to national standards.** We aim to meet the Principles for Coherent Service Delivery laid down by The National Information, Advice and Guidance Board. This means that our service will be:
 - Accessible and Visible
 - Professional and Knowledgeable
 - Impartial
 - Responsive to your needs
 - Friendly and welcoming
- **Equality of Treatment.** We aim to treat all our students solely on the basis of their abilities and potential, regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious beliefs, family circumstance, sexual orientation or any other irrelevant distinction.
- **Confidentiality.** In order to provide the best possible service to you we keep a record of your personal details, your qualifications and your contacts with us. This record can only be accessed by authorised staff who need to see this information as part of their work. We take all appropriate measures to ensure that your information cannot be used by anyone outside of Milltech.

What do we expect from you?

- 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 programme or your progress, we expect you to contact us as soon as possible in order to resolve the issue.

Feedback, comments and complaints

- We are committed to developing the quality of our services and we regularly seek the views of our students to find out how far they are satisfied with the courses and support provided by the college.
- We welcome any comments you have which may help us to improve our services. If you are a learner with us you can pass your comments directly to your Training Officer or Tutor or at one of our Learner Forums. If you are not yet a learner you can contact our Sales and Marketing Team on 0191 5100414.
- We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with the Learner Grievance Procedure.

The services we offer

1. Help with choosing the right learning programme and/or qualification.

- Printed information about our programmes and qualifications, and about studying at Milltech.
- Access to our Sales & Marketing Team, who can provide you with more information about the options open to you.
- A personal interview with a member of our training staff, who will discuss your educational background and needs, your career aspirations, and the options open to you.
- Course information, advice and guidance is also available through our school visits, open days, our marketing stand at various events and from Connexions in Fawcett Street, Sunderland.
- Information and advice about EMA's.

2. Help with starting your studies

- We will provide you with an induction which will include information about:
 - Your specific programme, and how it will be assessed
 - Learning support available to you

3. Support during your studies

- We will provide on-going advice and guidance throughout your time with us in order to assist your learning and your personal development. This will include:
 - Programme support from your Training Officer
 - Information, advice, and guidance to enable you to plan your career development
 - Reasonable adjustment or additional support to help you with your studies if you have a disability or additional requirements.

4. Help with Moving on

- We will provide help and support to enable you to choose your next step. This may include:
 - Support from training staff who can provide you with more information about further options for progression with Milltech.
 - Access to career advice through the Connexions service