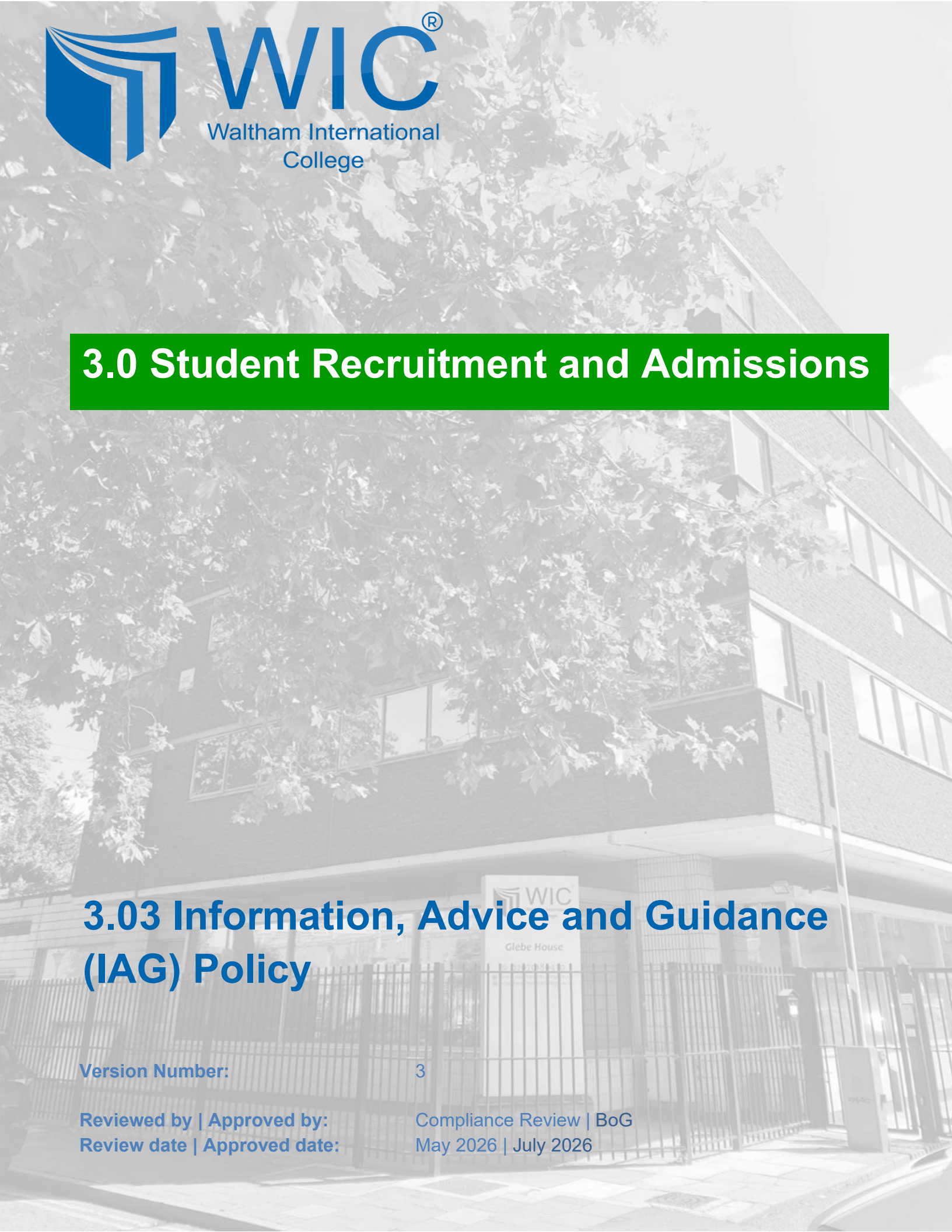
Waltham International College

3.0 Student Recruitment and Admissions



3.03 Information, Advice and Guidance (IAG) Policy

Version Number:	3
Reviewed by | Approved by:	Compliance Review | BoG
Review date | Approved date:	May 2026 | July 2026

Compliance Alignment Statement

This version of the Information, Advice and Guidance Policy has been aligned to current UK and Office for Students requirements as of May 2026. The substantive changes are listed below.

Version Control Statement

Version	Date	Changes	Reason	Author	Next Review
1	29/11/18	FE focused IAG Policy	New Policy	Head of HE	July 2019
2	19/05/25	Major additions addressing: HE Provision, cross-departmental roles, pre-, on- & post- programme AG	Matrix Feedback	Head of HE	May 2026
3	May 2026	- Textual revisions made throughout to bring the policy into compliance with applicable regulations - Changed to new template - Added Introduction	Compliance Alignment 2026 (OfS)	QA Compliance Review	August 2027

External Reference Points

- OfS Condition B2
- UK Quality Code Chapter B4
- Matrix Standard
- Gatsby Benchmarks
- Ofsted Education Inspection Framework

Related Policies and Documents

Affects all other policy documents. This document should however be read together with the following documents:

- 1.13 Equality and Diversity Policy
- 3.01 Student Recruitment, Selection and Admission Policy
- 3.04 Student Contract
- 4.13 Disability and Inclusion Policy

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1. Purpose and Statement

Waltham International College (WIC) is committed to providing high-quality, clear, accurate, and impartial Information, Advice, and Guidance (IAG) to all prospective and current students. This policy ensures that all students have access to effective IAG to support informed decision-making about their education, career development, and progression opportunities.

This policy is underpinned by the Matrix Standard (in which WIC was reaccredited in 2022), the Gatsby Benchmarks, OfS Condition B2, and QAA Chapter B4. It aligns with the Ofsted Education Inspection Framework and the principles of the Gatsby Foundation's Good Career Guidance.

2. Scope

This policy applies to all IAG activities at WIC, including pre-enrolment, during study, and post-graduation (alumni support for up to five years following graduation). It covers advice and guidance provided by academic staff, personal tutors, careers advisors, student support, and any external providers commissioned to deliver IAG on the College's behalf.

3. Introduction

Effective Information, Advice and Guidance (IAG) is fundamental to student success. It enables prospective and current students to make well-informed decisions about their education, personal development, and career pathways — decisions that can have lasting consequences for their lives and futures. Waltham International College (WIC) recognises that high-quality IAG is not a supplementary service but an integral part of the student experience, embedded across all stages of the learner journey from initial enquiry through to graduation and beyond.

This policy sets out WIC’s commitment to delivering IAG provision that is accurate, impartial, personalised, and accessible. It defines the principles underpinning that provision, describes the mechanisms through which IAG is delivered at each stage of the student lifecycle, and establishes the quality assurance and governance arrangements that ensure the College’s IAG services remain effective and responsive to student needs.

The policy is grounded in the regulatory and quality framework applicable to WIC as a higher education provider. It reflects the requirements of OfS Condition B2, which places a duty on providers to ensure that all students have access to resources and support sufficient to succeed in and beyond higher education. It is further informed by the QAA Quality Code Chapter B4 (Student Support), the Matrix Standard (to which WIC holds current accreditation), the Gatsby Benchmarks for Good Career Guidance, and the Ofsted Education Inspection Framework. Together, these reference points establish the standards against which WIC’s IAG provision is designed, delivered, and evaluated.

4. Definitions

Term	Definition
Information	Factual, accurate, and up-to-date data about courses, entry requirements, financial support, career prospects, and employability — presented without personal recommendation
Advice	Personalised recommendations based on a student's individual circumstances, needs, and goals, helping them compare options and make informed decisions
Guidance	A deeper process, often one-to-one, helping students explore their thoughts, feelings, and decisions — addressing personal, academic, and career barriers to progress

5. Key Principles

WIC's IAG provision is guided by the following principles:

- Impartial - advice and guidance is independent, unbiased, and not influenced by commercial or institutional interests
- Personalised - IAG is tailored to each individual's prior learning, experience, aspirations, and support needs
- Inclusive - IAG promotes equality of opportunity, challenges stereotypes, and is respectful of each student's background, faith, culture, and identity
- Accessible - IAG is available to all students through a range of channels and formats, including in person, online, and in writing
- Timely - IAG is provided at the key stages of a student's journey, from pre-enrolment through to progression and employment
- Confidential - personal information shared in the context of guidance will be treated confidentially, except where safeguarding or legal obligations require disclosure
- Evidence-based - the quality and impact of IAG provision is regularly monitored, evaluated, and improved

6. IAG Provision

6.1 Pre-Enrolment

Before enrolment, prospective students can access:

- Course and programme information on the College website, including entry requirements, timetables, assessment strategies, and progression routes
- Digital and social media marketing materials
- Open days, information evenings, and virtual events at which staff are available to provide personalised advice

- Individual consultations (by telephone, video call, or in person) with Admissions and Programme staff
- Written materials (prospectus, leaflets, factsheets)
- Participation in UCAS events, where WIC representatives are available to discuss courses, entry requirements, student finance, and progression pathways
- Careers workshops and masterclasses delivered in local schools, sixth forms, and colleges to support informed decision-making about higher education
- Community outreach activities and partnerships aimed at widening participation and raising aspirations among underrepresented groups, including faith and cultural community groups
- Employer and industry presentations, including sessions delivered in health and social care settings, to promote professional development and HE access for adult learners
- Participation in job fairs and adult learning centre sessions, providing tailored guidance for career changers, adult returners, and those exploring flexible study options

6.1.1 Pre-Enrolment Welfare Support

WIC is committed to identifying and addressing welfare needs at the earliest possible stage to ensure a smooth and supported transition into college life. Prior to enrolment, the College takes the following steps:

- Initial welfare needs assessment: Information disclosed during the application and admissions process is used to identify health, financial, learning, or accessibility needs. Where needs are identified, the relevant support team makes early contact with the student to discuss appropriate arrangements and establish review dates.
- Early disability disclosure: Students are actively encouraged to disclose disabilities or additional support needs through the application and admissions process, enabling timely initiation of reasonable adjustments in advance of the programme start date.
- Pre-arrival information and signposting: Guidance on healthcare registration, local support services, funding advice, and Disabled Students' Allowance (DSA) eligibility is made available to students prior to their arrival, including through the College website.

This approach reflects WIC's commitment to equality of opportunity and supports compliance with OfS Condition B2 by ensuring that students with additional needs are not disadvantaged from the outset of their studies.

6.2 At Enrolment and Induction

During induction, students receive:

- A Programme Handbook and Student Handbook explaining academic expectations, support services, and progression opportunities
- Introduction to their Personal Tutor and Student Support team
- Information about academic, pastoral, disability, and wellbeing support
- Careers and employability information and initial guidance

6.3 During Studies

Throughout their programme, students have access to:

- Regular personal tutoring sessions (at least once per term)
- Academic support and study skills guidance
- Careers and employability advice, including CV workshops, interview preparation, and employer engagement events
- Support for work placements and volunteering
- Signposting to external careers and employability services
- Pastoral support and wellbeing referrals
- Targeted support for students at risk of disengagement or withdrawal
- Tailored Student Support Plans (SSPs), including Academic Support Plans and Mental Health Support Plans, developed in collaboration with individual students and reviewed regularly
- A centralised adjustment tracker to coordinate the implementation of learning and environmental adjustments across academic and support departments
- One-to-one wellbeing support, mental health awareness provision, and referral pathways to specialist internal and external services
- Proactive engagement monitoring to identify students at risk of disengagement, with timely and graduated interventions initiated in response

6.3.1 Employability and Placements

The Employability and Placements Team provides structured support to students throughout their programme to prepare them for placement, graduate employment, and further study. This includes:

- Timetabled placement and employability sessions delivered as part of the academic programme, covering placement search, professional CV preparation, interview skills, and workplace expectations
- Supplementary drop-in sessions and events providing additional placement guidance and support with contacting placement providers
- Individual one-to-one appointments with a Placements and Employability Officer, available in person or via Microsoft Teams
- Online resources to support placement search and employability preparation, accessible through the College's virtual learning environment

6.4 Post Graduation (Alumni)

WIC provides continuing IAG to alumni for up to five years after graduation. This includes:

- Careers advice and employment support
- Information about further study opportunities and academic progression routes
- Access to the College's alumni network and events, including workshops supporting personal and professional development

- An exit welfare check at the point of graduation to ensure any outstanding support needs are addressed and relevant external resources are shared
- Signposting to a curated database of external agencies covering housing, mental health, careers, and other post-graduation support needs
- Ongoing access to wellbeing information and referral pathways for alumni requiring continued support

7. OfS Condition B2 Compliance

The College ensures that all students, regardless of their background or characteristics, have access to resources and support sufficient for a high-quality academic experience and to succeed in and beyond higher education. IAG provision is a key component of this commitment.

The College monitors the outcomes of students who have engaged with IAG services and uses this data to evaluate the impact of provision and identify where additional support is needed. Outcomes are disaggregated by protected characteristic and reported to the Academic Board and Senior Management Team.

8. Quality Assurance

The effectiveness of WIC's IAG provision is measured and evaluated using:

- The Matrix Standard (reaccredited 2022)
- The Gatsby Benchmarks
- Student feedback, including satisfaction surveys, Learner Voice meetings, and personal tutor feedback
- Employer feedback and engagement data
- Evaluation forms completed following IAG activities and events
- Destination data and graduate progression outcomes
- Internal service standard reviews across admissions, student support, and related functions
- Ofsted and OfS monitoring frameworks

IAG provision is reviewed annually by the Senior Management Team and Academic Board. Findings inform improvement targets, are reflected in the College's Self-Assessment Report, and are considered alongside the annual review of the formal complaints procedure to ensure ongoing accountability and responsiveness to student need.

9. Staff Development

All staff who provide IAG to students receive appropriate training and ongoing professional development. This includes:

- Induction training for new staff covering IAG principles, equality and diversity, and safeguarding
- Regular updates on labour market intelligence and progression pathways
- Support to achieve or maintain relevant professional qualifications (e.g., Level 6 Diploma in Career Guidance)

10. Appendices

10.1 Appendix 1: Mapping of WIC IAG Provision to GATSBY Benchmarks

Benchmark	WIC Activity
1. A stable careers programme	A scheduled programme of careers education and guidance delivered across all stages of the student lifecycle, overseen by the Employability and Placements Team
2. Learning from career and labour market information	Programme content linked to career pathways; students provided with access to current labour market information to support informed decision-making about study options and progression
3. Addressing the needs of each learner	Initial assessment and admissions interview used to tailor IAG to individual circumstances; one-to-one guidance sessions; Individual Learning Plans; exit interviews addressing next steps
4. Linking curriculum learning to careers	Timetabled employability sessions; curriculum mapped to career outcomes; CV and application guidance; information on job search resources and the National Careers Service
5. Encounters with employers	Guest speakers and employer presentations; industry visits; support for work experience and volunteering; health and social care sector engagement
6. Experiences of workplaces	Industry visits; placement support; encouragement to seek voluntary and work experience opportunities
7. Encounters with further and higher education	Information and advice on progression routes; referral to open days; guidance from alumni; tutor support for programme transfers or deferrals
8. Personal guidance	One-to-one pre-enrolment IAG; mid-point and exit reviews; employability support throughout the programme; referral to specialist guidance where appropriate