



Information, Advice and Guidance Service Standards

The Cheadle & Marple Sixth Form College Standards for Information Advice and Guidance follow the IAG Principles promoted by the National IAG Board.

Accessible and Visible:

The information, advice and guidance offered at Cheadle & Marple Sixth Form College should be recognised and trusted by customers. We aim to have easily accessible entry points, open at convenient times, from which customers can be signposted or referred to the services they need.

Professional and Knowledgeable:

Front line staff have the skills and knowledge to identify quickly and effectively the needs of the customer and address those needs or signpost or refer the customer to a suitable alternative colleague or service.

Effective Connections:

At Cheadle & Marple Sixth Form College we aim to ensure that the links between colleagues both internal and external providing IAG to the customer are clear and the customer is supported in any transition between services.

Availability, Quality and Delivery:

The College IAG services aim to meet the needs of the local community and are informed by the local, regional and national social and economic priorities.

Diversity:

The range of IAG services provided by the College reflects the diversity of customer needs.

Impartial:

Our IAG services aim to support the customer in making an informed decision about learning and/ or work based on their own individual circumstances.

Responsive:

Our IAG services aim to reflect the customer current and future needs.

Friendly and Welcoming:

At Cheadle & Marple we intend customers to feel welcome and want them to feel able to engage successfully to gain the information, advice and / or guidance they require.

Enabling:

The College hopes the IAG services provided encourage and support customers to become lifelong learners by enabling them to access and use information to plan

their futures, exploring options and implications of further learning and work for career progression.

Awareness:

We aim to help customer's awareness of the IAG services that are relevant to them and what to expect from the services.