



Information Advice and Guidance (IAG) Statement of Service

This document is available in a range of formats, including large print. Please contact Frobel Education admin@frobel.co.uk if you require an alternative format.

We offer impartial, top quality information, advice and guidance on curriculum, academic progress and targets, career planning, learning about work, volunteering, building an effective CV, funding and wellbeing and welfare issues for:

- All learners attending Frobel Education and for our private exam candidates
- People considering study as an option

Information:

You are welcome to call or visit during our opening hours to access information and support about:

- Careers and employment
- Further and Higher Education courses
- Opportunities for training, voluntary work and travelling abroad
- Making effective job and higher education applications
- Funding education, including advice on how to apply to Educational Trusts and Charities
- Information on student entitlement to welfare benefits
- Information about termly Learner Review Meetings

Our trained and helpful support staff are on hand to assist you if you have any difficulty in finding what you need. We have an up to date staff list, showing where our staff have specialist knowledge to signpost and help learners navigate their learning and progression pathways. The list is available in our careers library.

If we don't hold the information you need we may be able to request it, provide relevant contacts or refer you to another organisation.

Up to date IAG information is available on our website, (www.frobeleducation.co.uk), on our intranet, from our friendly admin team and from our Careers Library that can be found in the conservatory.

Careers, Funding and Welfare Guidance:

Every term, staff members arrange individual meetings with learners to review their IAG pathways and progress towards key milestones.

During the meetings, learners will discuss their professional goals and aims and up to 3 next steps will be agreed to support success and good management of the learning journey. Meeting records are kept on the Frobels Dashboard for ease of access and to ensure continuity of review towards goals, aims and related milestones.

If needs or barriers are flagged up during these meetings, subsequent meetings will be arranged with a member of staff who will be able to assist and plan next steps in more detail. BDSIP support Frobels Education with this additional expertise.

CPD & Conferences - BDSIP

www.frobelseducation.co.uk

You can arrange to meet one of our professionally qualified and experienced IAG Practitioners during 'drop-in' sessions for quick queries or arrange longer appointments. We work with BDSIP to facilitate focussed careers meetings in the Autumn Term. Learners also benefit from invitations to special events from BDSIP, such as Oxbridge planning days and profession information sessions.

Frobel's Professional Network:

We work with a network of local professionals who support our IAG offer through giving professionally specific presentations and holding Q and Sessions for learners to find out about a range of prospective professions: dentistry, medicine, investment banking, accountancy and economics for example. Presentations are advertised in our centres and in our careers library.

We aim to provide help with:

- Careers and course planning including options and what to do next
- Job Search
- Application and interview preparation for work or higher education
- Access to the funding available to students on Further Education or Higher Education courses
- Identifying and applying to Educational Trusts and Charities for financial support
- Referrals to specialist agencies

Together we will:

- ☒ Identify your needs
- ☒ Explore your strengths, skills and interests
- ☒ Develop a bespoke and tailored programme that supports your learning journey
- ☐ Explore relevant information on learning and work
- ☐ Agree a plan of action to help you achieve your aims
- ☐ Collate material for you to take away and study later if it is appropriate to do so

We are not able to:

- ☐ Make your mind up for you
- ☐ Act as Admissions tutors and enrol you directly onto a College course
- ☐ Represent you at employment or welfare benefits tribunals or court hearings

We ask you to:

1. Let us know before your visit if you need any support in order to make full use of our service e.g. if you are a British Sign Language user and need a communicator for your visit.
2. Arrive on time for your appointment or let us know as soon as possible if you are unable to keep an appointment

We will:

- ☒ Follow the Careers Development Institute (CDI) Code of Ethics for IAG Service Delivery and fulfil our commitment to Equality, Diversity and Inclusion.
- ☐ Respect confidentiality
- ☐ Respond to requests for information held within the centre within 24 hours

- ☐ Offer IAG appointments within 5 working days
- ☐ Try to provide relevant contacts or refer you to another organisation if we cannot help within 24 hours of the original enquiry.
- ☐ Retain personal details you provide within the college systems. You can review the College Privacy Notice at www.frobeleducation.co.uk
- ☒ Adhere to the Principles of the Matrix Quality Standard.

How you can help us to improve our services:

- ☒ We ask learners to contribute to our termly surveys on our IAG services and activities in order to continually improve our services. We will ask you to complete an evaluation, that includes questions on your course. We welcome your comments on anything you have found particularly helpful or suggestions for improvements. Comments and suggestions can be left anonymously in our suggestions and comments box.
- ☐ If you are unhappy or concerned about any aspects of the service you receive, please speak with a member of our staff or contact the Centre Manager, who will try to resolve the issue. If this is not possible and you wish to make a formal complaint, details on the College Complaints Procedures are available from Main Reception and on our website: www.frobeleducation.co.uk

Further Information

- ☒ Please ask a member of staff if you would like more details on staff qualifications and experience.
- ☐ Policies and statements are available on Data Protection, Equality, Diversity and Inclusion and the CDI Code of Ethics for IAG Service Delivery on our website: www.education.co.uk

Contact Details

- ☒ Frobel Education, 67-73 Longbridge Road, Barking, Essex. IG11 8TG
- ☐ 020 8935 5931 or info@frobel.co.uk
- ☒ Visit our website on www.frobeleducation.co.uk

Frobel Education Opening Times

Monday – Friday 11am – 9am

Saturday and Sunday 9am – 6.00pm