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| IAG Service |
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| **Policy Title**  |
| **IAG Service** |
| Version Number | 1.2 |
| Policy Implementation Date | 01 AUG 2021 |
| Peregrinate Policy Manager | Angela Mollan, Chris Mollan |
| Approved by Senior Management | 01 AUG 2021 |
| Approving Signature | Angela Mollan |
| Policy Review Date | 01 JUL 2024 |

About our IAG service

This service is designed to help you to make an informed decision if you want to find out how to improve your job prospects or skills, get a qualification or just make the most out of your current job.

What we offer

• A confidential, impartial and objective information and advice service, covering learning opportunities and the skills and qualifications needed for employment or career progression.

• Written information on all courses and opportunities

• Support during your studies to assist your learning, personal development and career

• Advice and services to enable you to study effectively if you have a disability or additional requirement

• Telephone / internet services providing information and advice

• A signposting and referral service to other providers and sources of information if we can’t help directly

What can you expect from us?

• We will be professional and knowledgeable

• We are happy to answer your enquiry by telephone or e-mail or to offer you an individual appointment

• We will tailor our services to your needs

• If we are unable to respond to your request immediately, a response to a written correspondence will normally be sent within 5 days

• Where a response is required to a telephone call we will reply within 2 days

• We will acknowledge or reply to your e-mails within 3 days

What do we expect from you?

• As much relevant information as possible to help us provide the best support

• Prompt contact if you have any questions or concerns about your studies

• To attend all interviews, which have been arranged with IAG staff on time

• Let us know if you need to cancel or re-schedule

• To be honest and open with us, and work towards meeting your agreed aims

• To treat those working in the IAG team with respect

Confidentiality

In order to provide the best possible service we keep a record of your details, your academic record and your contacts with us. This record can only be accessed by authorised staff or representatives who need to see this information as part of their work.

Equal Opportunities

Peregrinate School welcomes enquiries from all young people and adults regardless of age, ethnic origin, disability, gender, marital status, background or religion.

Peregrinate School is committed to the aim of offering equality of opportunity to all.

Feedback, Comments and Complaints

To help us continuously improve our service and address a wide range of client needs, we value your suggestions, comments, compliments or complaints (this maybe anonymous if preferred).

If you wish to comment on or compliment the service, or to make a complaint, relevant forms will be provided at induction and or simply email, phone or write to us at the address below.

Our complaints procedure explains clearly how complaints should be made and how they are dealt with. All complaints are dealt with in the strictest confidence.

Data Protection

Peregrinate School complies with the requirements of the Data Protection Act 2018.