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Information Advice and Guidance (IAG)

Policy and Procedure

MCC UK LTD aims to provide a high-quality information, advice and guidance (IAG) service that enables staff, students, employers and researchers to make informed choices about the ways in which we can meet their individual training and development needs.

To implement this policy and procedure, MCC UK LTD will:

1. Provide accurate and impartial information, advice and guidance to existing and potential students about the courses, qualifications and support services we offer
2. Provide accurate and impartial information, advice and guidance to employers (if required) about the courses, qualifications, work placements, requirements including software and hardware and training services 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 internal IAG services

This statement sets out the details of the MCC's IAG service as it applies to both existing and potential employees. The purpose of this statement is to clarify what is on offer, and what the expectations are, both from the staff point of view and the MCC's point of view

What can you expect from us?

Accurate and impartial information, advice, and guidance on the full range of our IAG services we offer. If we are unable to give you the information, advice and guidance you need we will, wherever possible, refer or signpost you to an alternative source of information.

- **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 and employees solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation or any other irrelevant distinction.
- **Confidentiality.** As a responsible employer, we keep detailed personnel records on our staff. These records can only be accessed by authorised MCC staff who need to see this information as part of their work. We take all appropriate physical, technical and contractual measures to ensure that your information cannot be used by anyone outside the MCC.

What do we expect from you?

- We expect all of our current (and also old) students will receive IAG services that meet their needs fully to develop themselves and also help them to fulfil their ultimate goals. You can book your IAG services at any time you time.
- We expect all our staff to abide by our core values, expressed by the acronym PRIDE: People, Responsibility, Integrity, Diversity and Excellence during the delivery of IAG services. This means in particular that we expect all our staff:
 - to treat others with respect
 - to behave with honesty and integrity
 - to take responsibility for their own actions and for their personal development
 - to strive for the highest standards of achievement and behaviour by adopting a supportive self-critical approach in our pursuit of excellence.

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 MCC.
- We welcome any comments you have which may help us to improve our services. If you are a student with us, you can pass your comments directly to your course manager. If you

are not yet a student you can contact us through our website (www.midlandscollegeofcommerce.co.uk) or by contacting our Customer Service team on 0121 630 3005.

- 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 MCC's complaints procedure, a copy of which can be obtained from our Customer Service team on 0121 630 3005.
- If you have any feedback, comments and/or complaints in relation to IAG services, you can directly contact to IAG Manager of MCC

How to contact us

You can access our information service through:

- Course Information Hotline 0121 630 3005
- General Inquiries
- Email enquiries@midlandscollegeofcommerce.co.uk
- Web site www.midlandscollegeofcommerce.co.uk
- In person at MCC UK LTD, Radclyffe House, Hagley Road, Birmingham, B16 8PF

The IAG Services we offer

1. Help with choosing the right course of study and/or qualifications

We will produce clear and accurate curriculums, resources, Scheme of Works (SoWs) and arrangements for student recruitments, selection and induction for each course that we offer.

- We will disseminate information about induction packs, and provide advice and guidance to potential candidates in a clear and transparent way.
- We will provide information, advice, and guidance to any potential, old and current students, in order to ensure that our recruitment process is open and fair to all
- We will provide information about the courses to potential students
- We will provide information, advice, and guidance on a range of topics to all new students through a through induction process
- We will provide information, advice, and guidance to employers (if applicable)
- We will provide information to all students about MCC's policies and procedures including IAG policy and procedure, health and safety, Equality, Diversity and Inclusion (EDI), and safeguarding.

- We will provide course information where advice and guidance is also available through our MCC visits, open days, information events, taster days and through our marketing stand at various shows and events.
- We can provide detailed information and advice about the cost of study and any financial support that may be available to you. We will provide you with information covering course fees, bursaries, residential accommodation and fees, and transport options.

2. Help with starting your studies

- We will provide you with written information about the enrolment process, about transport arrangements for enrolment, and about any equipment you will need to buy, e.g. overalls and work boots.
- We will provide you with a comprehensive induction programme which will include information about:
 - Your specific course, and how it will be assessed
 - The Learning Resource Centre and how to use it
 - Learning support available to you
 - The student services team
 - Enrichment activities available to you
 - Welfare and Counselling services available to you
 - Course information in the form of a MCC and course handbook.

3. Support during your studies

We will provide on-going advice and guidance throughout your time with us to assist your learning and your personal development. This will include:

- Course-based support from your course manager.
 - Guidance on arrangements for assessment.
- Information, advice, and guidance to enable you to plan your personal, educational and career development.
- Reasonable adjustment and study support to facilitate 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 what you will do next. This may include:
 - Support from IAG staff who can provide you with more information about options beyond your present study, whether it's progression to another course of study, progression to university or progression to employment and so on.
 - Information, advice, and guidance about the job-seeking process including writing of CVs, CPD and cover letter, and completing job application forms, preparing for interviews, and looking for job vacancies.

- o Access to career advices by IAG staffs to meet your career goals or ultimate goals.

A list of standards IAG services at the MCC include but not limited to the following and any students can choose any of these standards IAG services they need:

1. Additional support on English and/or Maths
2. Advice on Career Progression or career development
3. Arranging a trip, industrial visit, etc for better knowledge and skills
4. Advice on Mental Health/Illness
5. Help for writing assignments
6. Computer or IT short courses such as but not limited to:
 - o Basic on computer (how to use keyboard, mouse and internet)
 - o Using computer and safety
 - o Computer basic online
7. Course Information including university admission
8. Cover letter writing for a job
9. CV writing
10. CPD writing
11. Driving theory & hazard test guidance
12. Funding Eligibilities
13. Job searching
14. Life in the UK test guidance
15. Personal statement for a university admission
16. Short courses on essential and selected topics such as but not limited to:
 - o Anger/stress management
 - o Equality and diversity, bibliography/references
 - o Health and safety
 - o Employability skills
 - o Preparation for a job interview
 - o How to manage stress and anxiety over COVID – 19.
17. Signposting
 - a. List of potential local employers with their contacts
 - b. List of local libraries with opening time and contacts
 - c. List of local child minder offices
 - d. List of local Citizen Advice Bureau (CAB)
 - e. List of websites where free advice is given on immigration, finance, etc.
 - f. List of recommended books for a course
 - g. Information of Mental Health/Illness
 - h. Information of immigration services
 - i. Information on how to cope with COVID-19 situations.

The MCC also delivers any customised IAG services such as a combination of any two or more than 2 above IAG services together over an IAG session. If learners need any other type of support or IAG services, IAG staffs can also deliver as long as learners are specifying during the booking of their IAG sessions.

How to access IAG information

- The information of IAG is discussed in the induction session to ensure that learners know how to access information on IAG services along the main or enrolled course.
- MCC's website, student handbook, staff handbook and marketing materials provide IAG information and learners are encouraged to go through them and know how to get IAG services to meet their learning and personal goals when they need.
- Learners are always welcome if they like to speak to any MCC staff about IAG services, and IAG policy and procedure.
- Regarding IAG services, learners can contact over telephone (on 0121 630 3005) or send email to enquiries@midlandscollegeofcommerce.co.uk

Delivery of IAG services

MCC delivers one to one IAG sessions to its learners and use different channels such as face to face, digital, remote and blended to meet their learners needs. Different channels or methods offer different benefits:

- **Face to face or in-person delivery** – if learners like to have clear and real interactions through non-digital or traditional way over an IAG session or if they do not have much technical skills, they can go for this delivery. Required resources are generally printed and given to the learners.
- **Digital or online delivery** – if learners have good technical skills or if they like to reduce their travel time and cost, they can choose this delivery method. All resources are sent to the learners by emails and a suitable collaborative tool such as Zoom or Microsoft Teams is used to connect.
- **Blended delivery** – Any learners can take the opportunity of this delivery where it combines both face to face and digital or online.

When a learner books for an IAG session, they can request for a specific channel, specific IAG staff, specific date and time, duration and standard or customised services to deliver an IAG session. For a day, a learner can book and receive maximum of two IAG sessions where generally each IAG session lasts for an hour to two hours but it merely depends on learners' needs.

An IAG staff delivers an IAG session or two IAG sessions to a learner over a day. Before delivering any IAG sessions, the IAG staff prepares IAG resources timely manner to meet their needs fully looking at their enrolment forms, classroom performance, outcomes of Initial Assessments, their personal

circumstances, IAG booking records such as selected IAG topic and additional information such as reasons for the IAG session (if available) and so on. For example, an IAG session for career progression of a learner who is doing CCTV course is a bit different than a learner who is doing Level 3 Business Administration, and the IAG staff needs to research and find out different progression routes for these two different learners. IAG staffs also plan and structure for the delivery of the IAG services including starting points, ending points and what can be achieved from the IAG session. At the end of the session, the IAG staff also recommends the learner if they need more IAG sessions like that to achieve their goals or not and also put a review date to review their progress if needed.

How an IAG session is booked and delivered by an IAG staff is explained during learner induction and in the first day of the course by the class tutor to ensure that they understand the options open to them. It is also written in the student handbook and the MCC's website. During an IAG session, an IAG staff provides impartial, relevant, accurate and current information, advice and guidance, and specifies a range of alternative options or courses of action, and their potential consequences, so they can choose the best option for themselves. Generally, an IAG staff uses standardised or internally verified IAG resources in addition to some customised resources from reliable sources if needed by a learner. The IAG manager continuously prepares, reviews and updates IAG resources and share them across the team to deliver quality IAG sessions.

Generally, IAG sessions are designed and delivered to learners to aid them progression towards their goals. For supporting them better, their actions such as progressions are monitored or followed up. For example, along the main course, an IAG session can be delivered to a learner on career development or improvement of ICT skills for a new or better job. Throughout the IAG session, IAG staffs try their best to support learners to ensure that learners are confident enough or empowered to use the received IAG and get benefits. After delivering an IAG session, a follow up date is set and, on the date, an IAG staff calls the learner to discuss their progress on career development or ICT skills for a better/new job and monitor their progress including suggesting the learner for another IAG session or review their SMART actions if they need.

The MCC does not have specialist for some areas such as immigration or mental health. If a learner needs immigration or mental health services, the MCC or any of its IAG staff cannot provide IAG services adequately but they can signpost or refer their learners appropriately providing a list of well-known local immigration lawyers or NHS services respectively.

Intended benefits over IAG services

Receiving IAG services, learners can get the following benefits:

- Learners can get academic help and support to improve their academic results and/or pass the qualifications successfully and on time
- Learners can improve their knowledge, skills and behaviours including competencies and employability skills to get a job and/or promoted
- Learners can get support to reach their ultimate goals and/or long-term goals such as getting admission to university
- Learners can get up to dated information on many areas or issues including university entry requirements, immigration, debt management, child minding and finances.

Responsibilities and duties of IAG Manager

MCC plays an important role to provide adequate IAG services to its students to get their best performance and contribute to the MCC mission, visions and objectives. IAG Manager's responsibilities are given below:

- Meet IAG aims and objectives adequately and help to meet MCC's mission, visions and objectives
- Train IAG or support staff whenever they need
- Ensure that all IAG staff comply with all policies and procedures and requirements set by MCC (and/or its partners/external bodies/other organisations)
- Support IAG staff whenever they are on duty to improve the quality of IAG services
- Observe and monitor staff performance (at least once every six-month)
- Assign tasks for support staff and get work done from them
- Identify students' needs including IAG services
- Help support staff to make their IAG plans for students
- Handle students' complaints
- Carry out support staff meeting (once a month) and record meeting meetings
- IAG feedback forms from learners who have received IAG services, record them into Customised Spreadsheet Application and analyse them on a monthly basis. For this, IAG Manager strictly maintains confidentiality.
- Review and monitor records of IAG services from the customised Spreadsheet Application periodically to increase quality of IAG services.
- Review MCC's IAG services, update IAG services, referral services, partnership agreements with other organizations and leaflets' contents and also any policies that are required by IAG services if required

- Advise MCC's senior management regarding the improvement of IAG services, requirements and resources for the delivery of IAG services.

Responsibilities and duties of IAG Staff

- Carry out all duties and responsibilities (or set tasks) on time and report to IAG Manager and seek help from IAG Manager where necessary
- Provide the best possible IAG services to all students, so that they can achieve their full potential
- Serve and finish students on time who have booked for an IAG session or maximum two IAG sessions over a day in advance. If any student doesn't arrive or have free time in-between, an IAG staff can serve students who have not made appointment in advance if possible.
- Provide updated IAG services and consult with IAG Manager if not sure for anything else
- Comply with all MCC's policies and procedures such as Equality and Diversity, Data Protection Act, etc., and requirements set by MCC and/or its partners/external bodies/other organisations while they provide IAG services to students
- Report to IAG Manager for any issues, problems, etc., without any delay
- Take part/complete internal/external training courses on time if required
- Comply with all actions/recommendations given by IAG Manager following an observation
- Attend all IAG meetings with IAG Manager, improve self-performance and contribute the team providing ideas, opinions and support where possible
- Assist IAG Manager while he will carry out an observation, interview, etc., to assure quality for IAG services
- Assist IAG Manager to assure quality and improvement of IAG services.

Communication with IAG staffs and learners

IAG Manager should communicate with all IAG staffs to ensure that they know what to do for IAG services policy and procedure including any updates, how to delivery IAG services to learners, what the update or change over the IAG services is, resources and policies/strategies, when they have IAG services meeting and trainings and so on. Generally, IAG Manager uses the following communication methods to communicate with IAG staffs but not limited to depending on the situation (such as COVID 19, lockdown situation or any long-distance related or travel issues, MCC may need different communication methods to communicate with IAG staffs and learners):

Monthly IAG services meeting – Generally, IAG monthly meetings should be arranged by the IAG Manager, and date/time, meeting topics and agendas are emailed to every IAG staff few days ago.

After meeting, each meeting minute is sent to each IAG staff by email to ensure that they all understand the objective of the meeting and have better understanding on the decisions taken by the meeting. If email doesn't work for any reasons, telephone call can be made to inform an IAG staff regarding a scheduled monthly meeting. For lockdown, COVID 19 situation or long-distance/travel related issues, meeting can be organised and carried out through online (using suitable technology such as Zoom, Skype, Microsoft Team or Webex). In the monthly meeting, generally, learners' progress including delivery of IAG services, issues related to IAG services and implementation of IAG plan are discussed and recorded as meeting minutes. In the IAG monthly meeting, IAG staffs can provide their ideas, thoughts and opinions over the delivery of IAG sessions, IAG policy and procedure and improvement over available IAG services. MCC always encourages and influences staffs to ensure that they can provide quality IAG services to learners and contribute to design and implement IAG services policy and procedures with high standard and quality.

IAG Staff training – Generally, IAG Manager or specialist staff or trainer from inside/outside of MCC delivers one training session to all IAG staffs per every six-months on specific topics (such as CV writing, Signposting, Job searching, University admission, ICT training and so on). Trainings can be face to face at MCC's premises or online but depending on the situation it can be online as well. Training schedule/plan and training materials are generally given to all staff by email in advanced. An IAG staff can use these training materials when they provide relevant IAG services to any learners with or without any modifications. However, IAG staffs are encouraged to customise IAG training and/or service resources to meet learners' needs adequately before starting an IAG session. Generally, topics of IAG staff training are chosen and scheduled of training sessions are done by the IAG manager in advance depending on the learners and staffs' needs, current trends of employability skills, demand of job markets and staffs' continuous development.

Staff CPDs - All IAG staff need to join IAG monthly meetings, mandatory IAG trainings, and get observed at least twice in a year while they deliver IAG sessions. They should keep their IAG knowledge and skills up to date to deliver a quality IAG session, and spend adequate time through research and private studies for their developments. As evidence, they should maintain their CPDs including all receiving trainings and private studies at all time as evidence.

Booking appointment for IAG services – any learners can make an appointment for IAG services sending emails to MCC's admin/IAG staff, talking face to face while they are at MCC's premises or over the phone prior to the appointment date. IAG staffs record the appointment date and time on

to the customised database/spreadsheet system and confirm this to the learner sending an email, talking face to face and/or over the phone. If learner's preferable date and time are not available, staff offers alternative date/time, communicate with the learner and confirm it sending email and/or calling to the learner. On the same day any type of IAG services is possible to provide without booking a prior appointment if an IAG staff is available. However, learners are encouraged to book an appointment for any IAG services in advance to ensure adequate quality service as an IAG staff would get enough time to prepare for the session or customer the session to meet learners' needs fully. If any learner needs more than one IAG services (such as if a learner's needs computer training and additional support on Maths or English, or getting to know about university admission), two separate IAG services are book to ensure the learner receive both IAG services timely manner.

Providing IAG services and recording during the delivery of IAG services – Learners are expected to arrive on time (recommended to arrive 5 to 10 minutes before the scheduled time) to receive IAG services. Generally, IAG staff prepares for the IAG session in advance to ensure that they can deliver IAG sessions smoothly and effectively to meet learners' needs fully. MCC expects professional behaviours from IAG staffs and concentrates fully to the learners during an IAG session. For example, IAG staff should not use their mobile phones while they will provide IAG services to learners. Similarly, MCC also expects good behaviours from the learners during an IAG session. During the IAG services and/or just after the services, IAG staff records the summary of the given IAG services in the customised database/spreadsheet system including signposting and training for future references and assuring quality of IAG services. A copy of the summary page regarding IAG services can be given to the learner if he/she requests for it. If a learner books for multiple or maximum of two IAG services, two separate IAG sessions are considered and recorded into database/spreadsheet system correctly.

IAG services related all information – IAG services related all information including any change of IAG policy/strategy/plan and resources should be written clearly and given to IAG staffs (and learners if applicable) by emails or printed copies of them are made available to go through if needed). In addition, it can be discussed over the phone. Generally, all changes/updates are discussed in the monthly IAG meeting to ensure all IAG staffs understand the update/change and able to implement fully for quality assurance and/or compliance. Generally, IAG services related information are available on induction packs, staff/learner handbooks, leaflets, brochures, MCC's website and it is also mentioned by the teaching staffs/assessors in the classrooms.

IAG staff observation – Generally, each IAG staff is observed by the IAG Manager twice a year to ensure that delivery of IAG services is fit for purpose and free from any bias, help learners to improve his/her achievement and IAG staff complies with all requirements, required by MCC and government legislations. Observation date and time over an IAG session is scheduled by the IAG Manager in advance communicating with the IAG staff. After observation, IAG Manager should have a one-to-one session with the IAG staff to discuss the outcomes of the observation including recommendations and actions to improve the quality of IAG services and follow up date of actions, if necessary, from previous observations. Generally, the IAG Manager writes an observation report with actions/recommendations if applicable over the observation session and it is stored as an official document taking signatures on it from both the IAG manager and staff.

Feedback of learners over provided IAG services – After receiving an IAG services from an IAG staff, a printed copy of IAG feedback form is given to the learner or soft copy of the form is sent to the learner by an email attachment to collect their feedback over the provided IAG services. Generally, IAG Manager sends an email to the learners with an IAG Feedback form or the printed copy of an IAG feedback form is given to the learners by the IAG staff to complete and return. The IAG feedback form is collected and processed by the IAG manager. Depending on the situation, an IAG feedback form can be posted to the learner by the IAG Manager where a return envelope is provided.

Learners' feedback and Development of IAG services

The MCC considers learners' feedback seriously to develop their IAG services as an on-going development. After receiving IAG services, learners are encouraged to provide their honest and fair feedback on the IAG services they have received. In order to collect feedback on provided IAG services, an IAG feedback form is sent by an email or a printed copy of the form is given to the learners to complete (or as an alternative method, an IAG feedback form with a return envelope is posted) within a week. Learners' IAG feedback form on IAG services is given into a separate file (it should be used in connection to this policy and procedure). All feedback forms are managed (sent, collected, processed and analysed) by the IAG Manager strictly as confidential. Generally, after each IAG service (one IAG feedback form if multiple IAG services are provided over two consecutive sessions) session, given by an IAG staff, an IAG feedback form is sent and collected for analysis in order to improve IAG services further.

After collection of feedback forms over a period (such as quarterly or half-yearly), all records are entered into database/spreadsheet anonymously in order to process and analyse them to find out

statistical information including how learners get benefits from IAG services, how IAG services can be improved, whether IAG services meet learners' expectation or not, which activities have worked well or not, and so on. Based on the feedback of IAG services, the IAG Manager changes IAG policies and services and improve the quality of delivery of IAG services where necessary.

IAG resources

MCC management ensures that its IAG resources focus on the needs of all people including learners accessing all times. Some resources are bought such as computer hardware and software, and some resources are prepared to deliver IAG services. For managing resources including managing, purchasing, booking and so on, IAG staffs need to follow 'Resource Management and Review Policy' in relation to this policy and procedure.

For preparing and updating IAG resources, generally, IAG Manager gets feedback from different stakeholders including staffs, tutors, assessors, IQAs, IAG staffs, managers and learners, and also look at impact data including learners' satisfaction rating, comments and so on from the Customised Spreadsheet/database Applications using 360-degree methods. When any new resources are prepared and/or updated for IAG services, IAG Managers inform to all staffs including IAG staffs, and discuss them in the monthly scheduled IAG meetings. For assurance quality over IAG resources, before using any IAG resources, they are standardised by other experienced staffs and/or standardised in the monthly IAG meetings and quarterly IAG staff training by IAG staffs if required.

The IAG Manager follows MCC's 'IAG Services Design and Preparation Procedure' and plans, designs, prepares, and update IAG services including IAG resources continuously. Generally, all IAG staff uses standardised resources for their IAG sessions. If they like to use customised or tailored resources, and/or their own prepared resources for an IAG session, they must consult with IAG Manager, and get permission and/or standardised before using them for assure quality and meeting learners' needs fully.

Organisational compliance

All MCC staffs including IAG staffs must comply with all existing and new legislations for their day-to-day activities which might impact on the IAG services and all MCC's policies and procedures. The MCC has its own health and safety, safeguarding, equal opportunities, data protection (GDPR) and employment legislation compiling with government legislations including current legislation on COVID 19 fully and ensure that each staff understands them very well and complies them fully while

they do their day-to-day activities to raise quality of services. New legislations and/or policies and procedures which might impact on IAG services are clearly written and documented, sent to all staffs including IAG staffs by email immediately, and are also discussed in the next monthly IAG staff meeting. In order to make sure further over compliance, the MCC does the following:

- Twice a year, the delivery of each IAG staff is observed by an IAG Manager, senior management staff, or Directors where a report is written with actions/recommendations and further training is provided if required.
- Two training sessions (once per six month) over a year are delivered to each IAG staff where they must attend to ensure that they have adequate knowledge and understanding on IAG services and its policy and procedure, and they are able to comply with them fully.
- IAG Manager reviews IAG services and related all activities as an internal audit over IAG services once in every year and report to the academic Head and Directors for further improvement where necessary. This internal audit ensures that all policies and procedures are in place and complied fully and adequately.
- IAG Manager encourages IAG staffs to observe their each other IAG sessions once in every six months. However, each IAG staff observes other IAG session once a year to learn from each other and improve their experience and delivery over IAG services further.

If any learners are not happy after receiving IAG services, they can suggest how to improve our IAG services and/or they can tell us what they expect through IAG services to meet their needs fully. MCC will look into their suggestions and/or feedback and will do everything to improve the quality of IAG services and comply all requirements fully. However, if any learners are not happy after receiving IAG services, they can make formal complaint to the MCC. For a formal complaint, MCC follows the following three stages:

Stage 1 - the IAG manager investigates formally communicating with all relevant individuals or parties, finds out what happened, improves the situation where possible and records the complaint. Investigation is completed within a week and the IAG manager writes to the complainant regarding the outcomes. If the complainant is not happy with the outcomes of Stage 1, he/she can move to Stage 2.

Stage 2 – An independent panel is made with at least two employees with one of them is a senior management staff. They investigate the matter independently and prepare a report including outcomes for the IAG manager and the Centre Manager or Director within maximum 2 weeks. If the complainant is not happy with the outcomes of Stage 2, he/she can move to Stage 3.

Stage 3 – At this stage, the report with outcomes, prepared by independent panel is considered by the Centre Manager and Director. If they need more information, they can communicate with the complainant and staffs who are involved with the matter. They take the final decision and inform the complainant within a maximum of 4 weeks.

If there is a formal complaint against the IAG Manager, Stage 1 is done by the Centre Manager or Directors. For an informal complaint against the IAG manager, the complainant needs to contact the Centre Manager or Directors directly.

Impact data and development of IAG services

The impact data for IAG services is collected in a number of ways such as learner feedback, retention and achievement data, and destination data. These impact data help to identify strengths and the development needed. They influence to change IAG delivery, design and prepare new IAG services, IAG resources, and policies and procedures in relation to IAG services, and review/update them accordingly.

The MCC considers learners' feedback seriously to develop their IAG services as an on-going development. After receiving IAG services, learners are encouraged to provide their honest and fair feedback on the IAG services they have received. In order to collect feedback on IAG services, an IAG feedback form is handed to the learner at the end of the IAG session to complete and hand in. The IAG feedback form can be sent by emails or a printed copy of the form can be given to the learners to complete (or as an alternative method, an IAG feedback form with a return envelope is posted) within a week. Learners' IAG feedback form on IAG services is given into a separate file (it should be used in connection to this policy and procedure). All IAG feedback forms are managed (sent, collected, processed and analysed) by the IAG manager strictly as confidential. Generally, after the delivery of each IAG service (one IAG feedback form if multiple IAG services are provided over two consecutive sessions on a day) session, given by an IAG staff, an IAG feedback form is sent, and collected for analysis in order to improve IAG services further.

After collection of feedback forms over a period or a month, all records are entered into customised spreadsheet system anonymously in order to process and analyse them to find out statistical information including how learners get benefits from IAG services, how IAG services can be improved, whether IAG services meet learners' expectation or not, which activities have worked well

or not, and so on. Based on the feedback of IAG services, the IAG manager changes IAG policies and services and improve the quality of delivery of IAG services where necessary.

IAG manager collects impact data from IAG staffs through IAG monthly meetings, face to face formal and/or informal meetings; and other organizations through telephone calls, emails and face to face meetings. All these impact data help to improve the delivery of IAG services and the overall quality of education.

IAG manager also collects learners' progression data (after completing each running course by learners) with the help of Marketing and admin teams. All these impact data are helpful to design and develop IAG services. MCC's 'IAG Services Design and Preparation Procedure' states how these impact data help to plan, design and prepare IAG services, and update them regularly. How impact data influence any changes over IAG services, contribute to continuous quality improvement and success, can be demonstrated by some examples:

- **Example 1-** When learners' overall satisfaction rate (question 10 on IAG feedback form) drops, IAG manager advises IAG staffs to deliver better and quality IAG sessions on time with plenty of resources, and monitor their IAG activities more closely.
- **Example 2-** If learners rate how confidently they can apply IAG received for jobs compared when they started course drops, the IAG manager reviews relevant IAG resources to embed more employability skills into IAG sessions as part of continuous quality improvement.
- **Example 3-** If the ratio of the number of learners received IAG services and total number of learners is too low, the IAG manager discusses with IAG staffs and MCC management to encourage learners more to receive IAG services by leafleting and speaking to learners particularly who are less able.

Internal Quality Assurance (IQA)

The MCC's IAG Manager is responsible for the Internal Quality Assurance (IQA) of IAG services and it is done daily, monthly and six-monthly to ensure that IAG services and policies are adequate, fit for purposes and improve continuously to meet high standard and quality.

Daily/Weekly IAG services and quality assurance - The MCC's IAG Manager always monitors all IAG staffs' IAG activities, staff feedback, learner feedback, and other organization's feedback daily/weekly basis. He checks learners' appointment list for IAG services using Database System, helps IAG staffs to prepare for IAG services if needed, and monitor their daily/weekly scheduled of IAG services.

Monthly IAG services and quality assurance- The MCC's IAG Manager monitors all impact data including all IAG staffs' IAG activities, staff feedback, learner feedback, and other and/or partner organization's feedback, learners' appointment list for IAG services, Database/Spreadsheet System for IAG records and customised spreadsheet/database system for IAG performance. The IAG Manager also checks received IAG feedback forms from learners, and analyse received feedbacks from learners' monthly basis.

The IAG Manager reviews and/or monitors IAG services and policies, and all other related policies and procedures regularly, make adjustments where necessary to improve quality of IAG services and ensure compliances towards written IAG policies and procedures, and government legislations. The IAG Manager discusses IAG services and IAG related all issues including the outcomes of monthly monitoring/reviewing and last month's actions/recommendations whether they have implemented fully or not in the monthly IAG meeting. Each monthly meeting minute is written clearly and given its copies to all IAG staffs.

Based on received feedback over IAG services from learners and IAG staffs, actions and/or recommends are given for the improvement of IAG services and they are also discussed in the monthly IAG meeting to ensure that all IAG staff understand relevant changes and how to implement and comply with them.

The IAG manager monitors the quality of written the summary of provided IAG services and follow ups into Customised Spreadsheet Application monthly basis and advises IAG staffs if they need to improve them further. He also monitors IAG related statistics such as number of total learners, number of IAG appointments, number of delivered IAG sessions, number of late sessions, duration of the IAG sessions, IAG resources including hardware and software monthly basis, and discusses them into monthly IAG meeting if there are any quality issues and discrepancies and set actions to complete them within specified time period. He also monitors actions and recommendations, given during observations, and ensure that all actions are implemented by IAG staffs on time. He encourages IAG staffs to implement all recommendations or as much as possible to improve the quality of IAG delivery.

Internal review/self-assessment for quality assurance - As part of quality assurance, IAG manager reviews IAG services, IAG policies and procedures, all relevant policies and procedures, and observes all IAG staffs one to one twice a year in relation to IAG services, IAG staff members' observation

reports' actions and recommendations, resources for IAG services at least once in a year or any time if required to ensure that our provided IAG services meet internal quality assurance and also external quality assurance (like Matrix) fully. The IAG manager ensures that all given actions/recommendations are complied fully where required to improve the quality of IAG services within given period of time.

The IAG manager reviews all IAG training materials and received feedbacks over IAG training sessions and materials from IAG staffs and learners, and improves them to meet learners' and employers' needs better. The IAG Manager also looks into all relevant IAG related issues including compliances thoroughly and detailed towards written IAG policies and procedures, and government legislations to ensure that MCC is fully complaint. The IAG manager also considers learners' feedback, learners' experiences, learning from other assessments and self-assessment processes and feedback from oversight arrangements to improve the quality of IAG services and resources. Every year an internal audit or self-review is done for internal quality assurance and IAG services including how we deliver IAG services, what we deliver, what feedback we receive, how to improve our delivery of IAG services using a holistic approach, and given to MCC management for actions where needed.

Based on the review/evaluation of all IAG activities including impact data and received feedbacks, the IAG manager may change IAG resources, plans, IAG delivery methods or any IAG activities if required at any time and inform the changes to all relevant parties, and also discuss in the monthly IAG meeting to ensure that all IAG staffs know the changes and can implement them fully for improving quality of IAG services. For evaluation and internal quality assurance of IAG services including resources, a collaborative approach and IAG Services design/preparation cycles are used strictly (see Figure 2 from "IAG Services Design Preparation Procedure") as an ongoing process.

Internal Audit/self-review over IAG services and activities- As part of this IAG policy and procedure, an internal audit or self-audit is operated every year on IAG services and activities using a holistic approach (thoroughly and organised way) to ensure that MCC's IAG services are adequate and complied fully to deliver high quality services to learners and meet learners' expectations fully. It is generally operated by the IAG Manager timely manner using a range of techniques such as interviewing with all relevant staffs including IAG staffs and learners, observation of used systems such as Database/Spreadsheet Systems, checking/reviewing IAG and IAG related policies and procedures, and writing a report to the MCC's management.

Instead of IAG Manager, any other senior and IAG experienced personnel or external (private) IAG assessor or expert can be able to carry out yearly internal audit or self-review over IAG services and activities if required to get intendent views over the quality of IAG services, and a report is prepared (graphs can be aided for better and easy understanding) based on the findings. The final outcomes of this internal audit/self-review could be actions and/or recommendations over IAG services including policies and procedures to comply with required regulations and requirements fully and improve the quality of IAG delivery further. With the help of MCC management, the IAG manager implements actions/recommendations over few weeks or within specified period and follows up or monitors IAG services and activities throughout the year to comply fully and improve quality of IAG services and standards continuously.