



MARINE SOCIETY COLLEGE INFORMATION, ADVICE AND GUIDANCE POLICY

2017 - 2018

Information, Advice and Guidance Policy 2017-2018

Mission statement

To provide and facilitate for professional seafarers and members of the Sea Cadet Corps a wide ranging programme of student-centred and employment-focused learning and a support infrastructure that promotes and sustains a culture of continuous learning, professional and personal development thereby serving to maximise opportunities for enhancing individual performance, growth and employability.

Our purpose

The purpose of the Information, Advice and Guidance, (IAG) Service is to offer support to professional seafarers and adults within the Sea Cadet Corps, (SCC), support enquirers considering study with Marine Society College and to support our clients in achieving their aspirations, including their personal, study and career goals. We are also committed to provide a first class service to seafarers generally by responding to their queries and providing excellent library services.

In the delivery of Information, Advice and Guidance (IAG) we support enquirers, learners and clients in making decisions about their studies and career planning based on their individual needs, circumstances and interests, mindful of the particular context of a seafarer lifestyle. From September 2016 we extended this service to the spouses of seafarers.

We place an emphasis on opportunities for independent self-assessment and decision making by providing online information and advice that is easy to access, clear, relevant and up to date. Our service is consistent with Marine Society College`s commitment to educational support and guidance and is delivered in accordance with the principles of the nationally recognised **Matrix** quality standard (www.matrixstandard.com). The **Matrix** standard is the national quality standard for information, advice and guidance sponsored by the Department for Business, Energy and Industrial Strategy, (BEIS).

Marine Society College works with a range of reputable partners to offer a varied learning portfolio designed to appeal to all ages and abilities. All learners are offered advice and guidance from initial contact and throughout the course. Upon completion of the course learners are encouraged to maintain contact with us and advice is offered on their next steps in lifelong learning. Where Marine Society College cannot offer a suitable programme from within its own learning offer, it will signpost the enquirer to the most appropriate organisation best able to meet their needs in a transparent and impartial manner.

We are committed to:

“Being the first in learning and personal development for seafarers”,
(Impact, Our Vision and Strategy to 2021, MSSC).

Aim

The Service aims to deliver IAG to seafarers, enquirers, learners and prospective learners as well as to our partners and colleagues.

Objectives

Our objectives are to:

- empower enquirers, learners and clients to achieve their personal, study and career goals and to develop independence in their decision making
- ensure that the delivery of IAG within Marine Society College is responsive to changes and developments both internally and externally
- ensure that learners make good progress and complete their studies in a timely fashion
- work proactively and collaboratively internally to enhance the effective delivery of IAG.
- identify and work in partnership with external organisations to inform and enhance our service to learners.

We will achieve these objectives by:

- raising awareness of the service so that enquirers, learners and clients know what they can expect and how to access it
- producing and regularly reviewing an annual development plan to ensure we continually improve our service
- providing timely and targeted IAG to learners at key points along their learner journey that recognises and is responsive to the diverse and distinct needs of seafarers
- ensuring our online information and advice is personalised, accessible, accurate, up to date and uses innovative technology
- providing opportunities for learners to access advice and guidance in a variety of ways including online discussion forums, email and telephone
- ensuring members of staff have the training, skills and knowledge appropriate to their roles
- encouraging and acting on and staff feedback
- identifying key internal and external stakeholders and agreeing processes by which we can work collaboratively.

Delivery of IAG

- Members of staff within Marine Society College work collaboratively to deliver IAG to enquirers, learners and clients in line with service standards.
- A yearly IAG development plan outlines how the IAG policy is translated into services and actual practice.

- In addition, IAG is provided by a number of other departments and partners offering, specialist IAG support to enquirers, learners and clients. All provide IAG in accordance with the standards and principles referred to below.
- We actively work to ensure that our partners` IAG provision aligns with that of Marine Society College.

Our principles

The principles that underpin the delivery of IAG to enquirers, learners and clients are those which guide the MSSC, i.e. Serving, Professionalism, Teamwork, Innovation and Safety and the values of Respect, Loyalty, Self-discipline, Commitment and Honesty & Integrity.

In October 2015 Marine Society College received Matrix re-accreditation for the quality of its IAG services.

Impartiality

We aim to provide an IAG service, which respects the needs of the individual enquirer, learner or client and is in their best interests. As an IAG service within Marine Society College our IAG is underpinned and informed within the context of our guiding principles.

Entitlements

Our enquirers, learners and clients are from a diverse range of backgrounds and educational experience. Consequently, we deliver a service that is targeted to the specific needs of seafarers and those associated with seafaring activities.

- All contacts will be treated with respect
- All contacts will be treated with impartiality
- All contacts will be treated with confidentiality
- Every effort will be made to supply up to date and relevant advice and guidance
- Signposting will be used as appropriate
- Complaints will be investigated and action taken if necessary. (See separate MSSC Complaints Policy).

Continuous quality improvement and staff development

We are committed to developing the IAG service through continuous quality improvement and this is embedded using a plan, action, check and review process in line with the Matrix standards. We welcome feedback from our stakeholders and are committed to giving consideration to any suggestions made.

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