

## **054. Student Information, Advice and Guidance**

## 054. Student Information, Advice and Guidance

<b>Policy owner:</b>	<b>Marketing &amp; Partnerships Director</b>
<b>Version No.:</b>	<b>2.0</b>
<b>Review cycle:</b>	<b>Annually</b>
<b>Approval route:</b>	<b>Operations Board</b>
<b>Publication route:</b>	<b>External (IFG Website)</b>
<b>Latest publication date:</b>	<b>13.02.2026</b>

### Introduction

IFG's Student Information, Advice, and Guidance (IAG) policy outlines how we provide resources and support to students, including career guidance, academic advice, and access to services, ensuring students can make informed choices for their personal and career development.

### Purpose and Scope

To empower students to make informed decisions about their education, career paths, and personal development.

### Scope

Prospective, current, and alumni students.

The policy covers academic support, career guidance, disability services, and other relevant topics.

### Key Principles

- **Impartiality:** Advice and guidance should be unbiased and objective.
- **Confidentiality:** Student information should be handled with discretion and privacy.
- **Accessibility:** Services should be readily available and cater to diverse needs.
- **Equality of Opportunity:** The policy should promote equitable access to information and support for all students.

### Staff Training and Competency

Staff providing Information, Advice and Guidance (IAG) services receive and possess adequate training and competency in their roles. This includes a thorough understanding of IFG policies, procedures, regulatory and ethical guidelines. IFG makes every effort to ensure staff are equipped with the knowledge and skills necessary to effectively support students in their academic and career development.

Competency in IAG encompasses a wide range of skills and attributes, including:

- **Active listening and effective communication:** The ability to listen attentively to students' needs and concerns, and communicate information clearly and concisely.
- **Empathy and rapport-building:** The ability to understand and relate to students' experiences and perspectives, and establish trusting relationships.
- **Problem-solving and critical thinking:** The ability to identify and analyze complex issues, and develop creative solutions.
- **Cultural competence and sensitivity:** The ability to work effectively with students from diverse backgrounds and respect their cultural identities.
- **Digital literacy and technological proficiency:** The ability to utilize technology effectively to support IAG service delivery. This includes use of IFG's VLE (Pharos), our online teaching delivery platform (Big Blue Button) and Acadly which is our online student attendance system

By investing in staff training and development, IFG services are of the highest quality and that students receive the support they need to succeed.

### **Academic: Information, Advice and Guidance (prospective students)**

Comprehensive information on IFG courses, entry requirements, fees (including any extra fees), study locations, university progression routes can be found on the IFG website. In addition the following PDF documents are available to be downloaded from the website to help prospective students make an informed choice:

- IFG Prospectus
- Individual course flyers
- Course handbooks - information on course modules, grades, assessments, course objectives, reading lists
- A general student handbook
- Pre-arrival guide

In addition prospective students are able to discuss course choices and suitability virtually with the Academic Director and his team at any stage in the application process.

### **Academic: Information, Advice and Guidance (post arrival)**

In addition to the information on the website students on arrival have an induction week that includes information about academic life at IFG with training sessions that includes:

- Training on how to use our VLE (Pharos - <https://pharos.intfoundationgroup.co.uk/> )
- Details of the University application process and UCAS applications
- How to use Grammarly - an English language writing assistant software tool designed to help students use AI in a responsible and informed way - [www.grammarly.com](http://www.grammarly.com)
- Introduction to Perlego and online library available to IFG students free of charge - <https://www.perlego.com/>

In addition all students are assigned a Personal Tutor who serves as a key point of contact throughout their time at IFG offering guidance on academic progress, wellbeing, and career ambitions - see [Policy 059 IFG Personal Tutor Guidance for full details](#)

Note: online students receive the same training session as London based students and also have access to a Personal Tutor

Academic and English language preparation for university: Courses at IFG contain English Language and Study & Communication skills modules to help students prepare for degree level study in the UK and improve their English language ability. This combined with guidance from teachers ensure they are fully prepared for university study.

### **Career: Information, Advice and Guidance**

IFG'S main focus is preparing students for university. However, university course choice is largely determined by career choice and therefore our Personal Tutors and Academic Team are able to answer questions and give general career advice. This is done on a 1-1 face-face basis in London or virtually with online students. HE/Career advice at IFG can be summarised as:

- Students receive comprehensive advice to ensure they make an informed choice of higher education courses and institutions;
- Representatives from different universities are regularly invited to speak to the student body and staff to provide insights into higher education opportunities, potential career paths, and further study options;
- Students receive one-to-one assistance to help in all aspects of the HE application process;
- Embedded in the syllabus is an emphasis on transferable skills to increase student employability;
- IFG teachers in London are also encouraged to include trips to local companies/institutions related to the course which can be of value to students when deciding on their career options.

Students at IFG are not able to work as they are studying at below degree level so we don't offer advice on job seeking etc. However, we are currently investigating the possibility of virtual internships as a service we can provide to our students.

### **Personal: Information, Advice and Guidance**

Students are encouraged to share with us any welfare challenges they may have and can talk to the Academic Director or Personal Tutor about disabilities, mental health or any other personal issues they have. However, we only have one qualified mental health member of staff and therefore also recommend our students to contact an organisation called Togetherall (<https://togetherall.com/en-gb/> )

All IFG students (including online students) have unlimited access to mental health support provided by Togetherall. Students can confidentially and anonymously gain online access to trained mental health counsellors on a 24/7 basis. They can also join online groups of students encountering similar challenges. Students receive information on Togetherall via:

- A presentation during their induction week
- A dedicated Togetherall page on the IFG website - <https://www.intfoundationgroup.co.uk/togetherall/>
- A Togetherall contact card given to students during their IFG induction

More information regarding our partnership with Togetherall can be found in policy documents:

- 061a IFG Togetherall Annual Risk Management Plan 2025
- 061b/c MHRA Guidance and Togetherall Clinical Escalation Process

### **Evaluation and Review**

Regular evaluation of IAG services are carried out to ensure effectiveness and identify areas for improvement. Feedback, including complaints, are all reviewed by the Operations Board.

This policy will be reviewed annually to ensure its relevance and effectiveness, in particular as IAG topics and guidance can change so frequently.

## **Associated material**

- Induction Presentation
- Sample Induction form
- IFG Prospectus
- Individual course flyers
- Course handbooks
- IFG Student handbook
- IFG London Pre-arrival guide