

Information Advice and Guidance

1.0 Purpose

Regent College London FZ LLC aims to provide high quality, information, advice and guidance services which promote the value of learning to current and prospective learners and employers. The RCL team are passionate about education and enabling our learners to reach their full potential. For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes provided throughout the learner journey.

2.0 Policy Statement

RCL will advise learners on course entry criteria, qualifications, accreditation and modes of study. The learners are also informed about fees and other financial charges associated with a programme of study along with systems in place to support the learning process. The learners are informed about job opportunities that are consistent with the learner's personal goals, aspirations and motivation and provide guidance for the progression.

3.0 Model of Information, Advice and Guidance (IAG)

RCL ensures that all prospective and current learners are clearly made aware of the IAG support available to them. This is done using various means such as the student handbook, RCL website, learning management system, induction programs etc.

IAG services provided to prospective learners will be without any discrepancies. Every learner seeking admission to any course will be assessed for suitability and appropriate guidance and support will be provided.

IAG support provided by RCL should refer learners to appropriate organisations or institutions that may provide specific advice and guidance suiting career aspirations of each learner. The RCL heads of various departments should also ensure that the staff supporting learners and processing admissions applications are updated regularly and provided training where required.

Learners should be impartially guided to achieve their specific target aims and objectives.

Staff providing IAG services should be updated with any changes in the sector and receive appropriate training.

Learners' feedback shall be obtained at various levels to ensure that learners are studying with all the services in RCL.

4.0 Monitoring

The Service Quality Review Team who will monitor the implementation of this policy include:

Staff Members Involved

Senior Management Team

Admission Manager

Academic Head

5.0 Review

This Policy will be reviewed annually by the RCL Senior Management Team.

It will also be reviewed annually by the Academic Head in the light of attendance, retention and achievement data, learner and tutor feedback as well as lesson observations.

For advice and support contact the Senior Management team.

Policy Information

Purpose		Policy Information
Title		Information Advice & Guidance Policy
Document Number		0169/75
Purpose		The purpose of this policy is to ensure the commitment of the institute to provide high quality, information, advice and guidance services which promote the value of learning to current and prospective learners and employers.
Audience		Staff; Learners
Category		Compliance
Next review date		March, 2026

Version Control

Version	Author	Amended by	Date	Comments
1.01	DoS	DGS	18/3/2024	Policy approved by RCL Governance Committee
2.01	AH	QAC	18/3/2025	Policy approved by RCL Governance Committee