

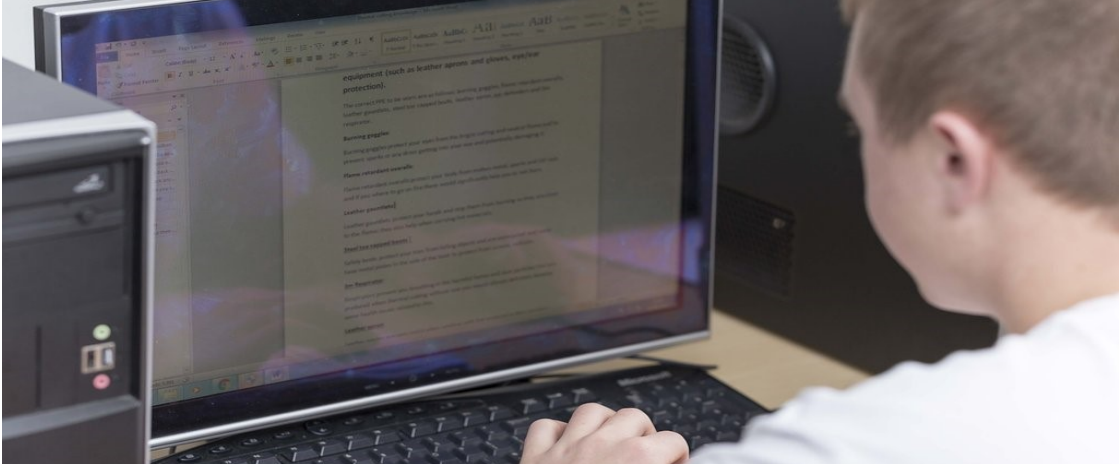
# Student Support Policy





The Engineering College  
acts as a 'hub' for the  
engineering industry across  
Liverpool City Region (LCR),  
connecting industry and  
education through six  
corporate values:

*To innovate and inspire,  
To influence and be respected,  
To be effective and efficient*



# OUR IAG SERVICE OFFER

The Engineering College's Information, Advice and Guidance (IAG) service is a confidential, impartial and objective service designed to help students make an informed decision, whether they want to improve their job prospects, obtain skills and qualifications, or get the most out of their current role.

## Our Rationale:

People need easy access to high quality IAG on learning and work to enable them to make informed decisions and choices about:

- Developing basic skills and skills for life
- Learning/ training, career management and personal development

## Who can you talk to?

Our team is here to listen. If you would like to find out information about a particular aspect of your course, you can speak to a member of our Operations team; for advice on the industry you will work in, our tutors and training officers can give you a real insight into how the industry works, and for support on your course, our Customer Service team can help.

## Effective IAG can lead to:

- Reducing drop out in learning
- Improving individual employability prospects
- Improving personal situations, life choices and progression
- Improving level of skills and qualifications
- Meeting local and national targets
- Reducing unemployment and under-employment
- National prosperity

## Designated Safeguarding Officers

### Di Shanks

Business Support Services Manager

### Jenna Chase

Business Administration Services Manager



# OUR IAG PROMISE

## WE OFFER

Support during the programme and afterwards to assist the student's learning, personal development and career advice and services to enable the student to learn effectively if they have a disability or additional learning requirements.

Information on courses/ opportunities

Information and advice on job applications and interview support

A 'signposting and referral' service to other providers and sources of information if we are unable to provide the information or support the learner's needs

IAG service and individual appointments outside normal working hours when requested in advance appointments in our centre or at a place convenient to the learner

## WE WILL

Be professional and knowledgeable

Respond to enquiries by telephone/ email or letter within 2 working days

Ensure the service is delivered in line with equal opportunities and other relevant legislation

Customise our service to suite our learners

Support learners to find, understand and use information

Ensure all offered advice and guidance is confidential, impartial, objective, relevant and up to date

Ensure the advice is offered in a supportive, friendly, respectful and non-discriminatory manner.

Initiate and develop appropriate evaluation processes to ensure continuous improvement of the service.



# IG | MEASURING & MONITORING

## MEASUREMENTS

We measure the success of our IAG service through the following:

- Conversion from application to traineeship / apprenticeship programme
- Job outcomes for learners
- Conversion rate from traineeship to apprenticeship programme, within a 6 month timeframe
- Achievers of qualifications
- Learner feedback throughout the programme in 12-weekly evaluation forms

## MONITORING

We monitor learners who chose different exit points from our programmes and track their destinations after they leave / achieve with us.

## EQUAL OPPORTUNITIES

The Engineering College welcomes enquiries from all adult learners regardless of age, ethnic origin, disability, gender, marital status or civil partnership, sexual orientation, spent convictions, background or religion.

## HEALTH AND SAFETY

All services will be delivered in line with The Engineering College policies on Health and Safety including its Lone Working Policy

## QUALITY ASSURANCE

The Engineering College is Matrix Standard accredited for information advice and guidance, and carries Quality Assurance out through:

Face to face observations of our operational colleagues.

Through our internal verification of our learners paperwork. Any positive actions or development areas are captured within 'support and development action plans' which form part of our colleague continuous development.

Through our onsite learner reviews, where the apprentice and their employer meet with the Engineering College's delivery team of assessors and tutors to gain feedback the apprentice's performance.

## FEEDBACK, COMMENTS & COMPLAINTS

To help us continually improve our service and address a wide range of client needs we value learner suggestions, comments, compliments or complaints. These can be anonymous if preferred.

If you wish to comment, compliment or make a complaint, relevant forms will be provided on request or on [www.theengineeringcollege.co.uk](http://www.theengineeringcollege.co.uk)

Our complaints procedure explains clearly how complaints should be made and how these or any unresolved issues can be dealt with.

**All complaints are dealt with in the strictest of confidence.**



## IAG | PRE-PROGRAMME

From the initial advertising of a vacancy to the induction of the candidate, the Engineering College's Recruitment Team provide information, advice and guidance to potential employers and students at every stage of their journey with us. Our team attends school open days regularly, and often represent the Engineering College in local / regional exhibitions across Merseyside.

The Engineering College regularly participate in regional trade shows, around STEM subjects, skills and careers in the UK. Attended by thousands of school students from across Liverpool and Wirral, The Engineering College can give information about programmes and pathways into engineering and professional career advice to aspiring engineers, to suit their individual needs at these events.

In addition to these events, The Engineering College also has an annual open day in March/ April, where all staff are available to provide potential students with information about traineeship and apprenticeship programmes; advice on how to apply and guidance on what each course entails. These events ensure that all prospective learners are made to feel welcome and are informed of the purpose, benefits and expectations of our employability programmes.

The Engineering College have also developed a highly informative website, with information on courses delivered, entry requirements and required skills; advice and answered questions on a FAQ page, and general guidance on how to apply and what to include in an application.

# IAG | TOUCHPOINTS

## WEBSITE

STUDY AT THE ENGINEERING COLLEGE



Pre-apprenticeship

Traineeships are designed to prepare young people between 16 to 24 for their future careers, providing them with industry knowledge and by helping them become 'work ready'.



Apprenticeship

Apprenticeships can provide the perfect blend of classroom based learning, practical skills development and hands-on experience in one of the most exciting and growing industries in the UK.



Higher Apprenticeship

Work-based programmes, similar to apprenticeships, including a higher level qualification. Our Higher Apprenticeship programmes include Level 4 Higher National Certificate (HNC) in Engineering.

### PARENT'S FAQs



### LEARNER'S FAQs



### INFORMATION FOR EMPLOYERS



Why choose us?

100% success rate across our commercial courses. 91% success rate for advanced apprenticeships (national average 72%)...



What are the benefits?

Benefit from networking meetings, engineering forums, apprenticeship recruitment, discounts on courses and more...



What courses can we offer?

The Engineering College specialises in the creation of engineering forums, bespoke training packages, to deliver the ideal apprentice for your business...

SO WHAT MAKES A GOOD APPRENTICE?

HOW MANY OF THESE DESCRIBE YOU?

Good responsible attitude

Committed, with a strong work ethic

Good communication skills

Excellent timekeeping skills

Do you have good attendance?

Are you flexible?

Are you willing to learn?

Do you stand out from the crowd?

Good responsible attitude



# IAG | STARTING YOUR PROGRAMME

## Inductions

Our inductions cover areas, such as safeguarding, radicalisation, equality and diversity, health and safety in the workplace, initial assessments and Employee Rights and Responsibilities.

At Traineeship inductions, students are given a taster of how they will develop their practical and personal skills, through developing interview skills, CVs and their knowledge of engineering. At apprenticeship inductions, students are introduced to their framework paperwork, their course outline and their rights as an employee.

To help new learners settle in, we have an Admin and Customer Service team dedicated to producing up-to-date timetables and learner trackers. This team also look after learner attendance and punctuality tracking.

## The Learner Voice

The Engineering College prides itself on learner-driven events, including Learner Reviews and Learner Council.

A Learner Review is a forum that allows apprentices the opportunity to meet with their employer and tutors / Training Officers, to discuss their progress on their programme. Often these reviews take place at the employer's premises with the Training Officer visiting every 8-10 weeks. In addition to this, every 6-8 weeks, some Learner Reviews are held at the college's premises in Monks Ferry.

Learner Council sessions are held four times a year, and have a core theme, for example, Theme 1 is Citizenship, Theme 2 is Programme Development and IAG and Theme 3 is based on Safeguarding and PREVENT agenda. The Learner Council brings together representatives from a cross-section of programmes; from a Level 2 Schools Programme, to Level 3 and 4 Advanced and Higher Apprenticeships.

# IAG | ACCESSING OUR PROGRAMMES





## IAG | ON PROGRAMME

When you study at The Engineering College, as an apprentice depending on your timetable, you can either attend on a day release basis, where one day a week you attend college and the remaining days you are on site with your employer, or by block release, where you will spend a period of time at the college before working onsite. Our team make it a priority to support you throughout your apprenticeship, whether you are in centre of on site with your employer.

### **Support In Centre**

As an in-centre student (traineeship student, school student or apprentice), we have two designated Safeguarding Officers who are available, five days a week, each week to offer support and advice and deal with any concerns you may have whilst in centre. This includes queries about career progression, health and wellbeing and any concerns about your personal safety. Our team of experienced engineering tutors can also provide information and advice in lessons.

### **Support On-Site**

If you're an apprentice working on site and away from The Engineering College, you will have the opportunity to access information, advice and support through your designated Training Officer, who will make regular visits every six weeks and will carry out learner Reviews every 10—12 weeks, giving you the opportunity to discuss your course, career progression and any concerns you may have about your personal safety, health and wellbeing. You can also contact our Safeguarding Officers, Jenna Chase and Di Shanks directly if you would like to arrange a meeting to discuss any personal or professional concerns you have whilst on your programme.



## IAG | AFTER YOUR PROGRAMME

When you finish your programme; whether it be our STEM school programme, traineeship programme or an apprenticeship, our team endeavour to help you excel in your career. Many of the college's former apprentices now run businesses of their own and train their apprentices with The Engineering College, and many have progressed to management position within the firm they started their training with.

### **Information on the Industry**

Almost 90% of our team have completed an apprenticeship in their area of work and can provide advice on where demand lies in the industry how to keep up with an evolving industry. Our agenda to 'connect industry and education' is supported by many of our 80 clients who are often able to give advice to our schools and traineeship students who have completed their training and are looking to progress further.

### **Touchpoints**

After completing a traineeship programme, our team will try to ensure you either progress onto a higher programme or apprenticeship, or find employment.

After completing your apprenticeship, our team will contact you to find out how you are progressing in your career; whether you are still with your original employer, and how you are developing in your role.

Many of our former apprentices have been invited back to the college to give talks to our current students and often give information on how they progressed within their career to be managers / owners.

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