



QMS POLICY

The implementation of this Policy must always be carried out in conjunction with and meet the requirements of the GDPR Policy.

INFORMATION, ADVICE AND GUIDANCE POLICY AND STUDENT GUIDE

QUALITY STATEMENT

“The Engineering College Quality Management System operates to support and guide staff, learners and employers in effective engagement with the services and products provided by the organisation, seeking to ensure a consistent and continuously improving quality experience to exceed the user’s expectations”.

Our Vision

“To inspire a new generation of Engineers.”

Our Mission

“Delivering outstanding technical training and assessment, connecting industry with education”.

Our Values

“To act professionally with integrity and strive for excellence”.

1. INTRODUCTION

The Engineering College acts as a hub for the engineering industry across the 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.

Please visit <https://theengineeringcollege.co.uk/about-us/> to find out more.

2. OFFERING IAG AT PRE-APPLICATION STAGE:

From the initial advertising of a vacancy to the induction of the candidate, our recruitment team provide information, advice and guidance to potential employers and students at every stage of their journey with us.

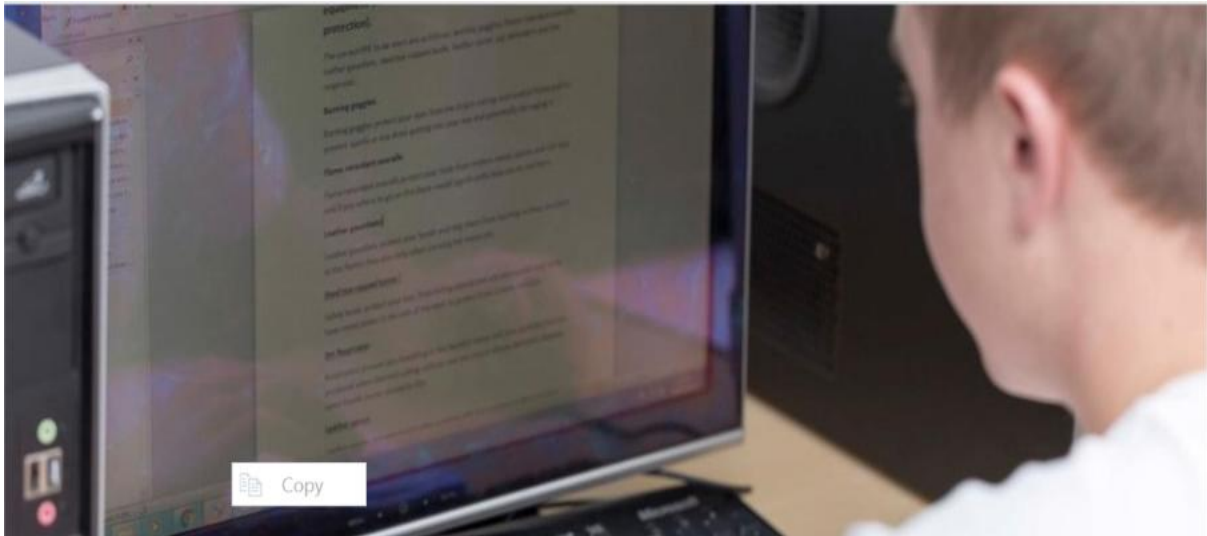
The Engineering College has an active profile in the local community promoting opportunities to develop skills and gain long-term employment in the engineering industry. A large part of this is a busy events calendar that targets young people in school, sixth form, colleges, employment, and NEET. We not only provide information about programmes and pathways into engineering, but career advice to suit their individual needs at these events.

The Engineering College:

- attend school career events in response to direct requests or through dynamic relationships nurtured by college's business development team
- participate in regional trade shows, around STEM subjects, skills, and careers in the UK
- holds an annual open day in Spring in line with National Apprenticeship Week.

3. PROFESSIONAL PROGRESSION ROUTES:





4. 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.

For more information, please contact info@theengineeringcollege.co.uk.

Rationale:

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

- developing basic and/or specialist skills
- developing transferable skills for life
- learning/ training for career progression
- their 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 team can help.

Please email info@theengineeringcollege.co.uk for more information.

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

5. IAG: OUR PROMISE:

WE OFFER:

- Support throughout the programme and afterwards to assist the student's learning, personal development and career advice and services to enable the student to learn effectively to work with the needs of our individuals
- 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
- 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
- Support individuals to achieve their goals and potential.



All services will be delivered in line with The Engineering College policies on Health and Safety, Safeguarding and Lone Working.

6. IAG: MEASURING AND MONITORING SUCCESS:

6.1 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
- Achievement of qualifications to minimum expected grades
- Learner feedback throughout the programme in 20-week cycle evaluation forms
- Progression to Higher Education
- Job security and satisfaction
- Career progression and Continuous Professional Development undertaken
- Further development of skills and knowledge

6.2 MONITORING:

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

6.3 EQUAL OPPORTUNITIES:

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

6.4 HEALTH AND SAFETY

The Health and Safety Policy can be found in the Policies section of our website at <https://theengineeringcollege.co.uk/policies/>

6.5 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 internal verification of our learner's paperwork. Any positive actions or development areas are captured within support and development action plans which form part of our colleagues' continuous development.
- through our on-site learner reviews, where the apprentice and their employer meet with the Engineering College's delivery team of assessors and tutors to gain feedback on the apprentice's performance
- Standardisation meetings to monitor, review and continuously improve service offer.

6.6 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.

Our complaints procedure, as set out in our Complaints Policy (to be found at <https://theengineeringcollege.co.uk/policies/>) 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 and following college processes.

7. IAG: POST 16 ENGAGEMENT:

We offer a range of courses, which includes:

- Pre-Apprenticeship programmes - such as Scholarship; a work preparation course giving young people aged 16-24 transferable skills training, theory, and a relevant work placement in engineering, preparing them for a long-term career, at the end of the programme
- Technical Certificates at Level 2
- Technical Level Qualifications at Level 3
- Level 3 Advanced Apprenticeships
- Level 4 Higher Apprenticeships
- Level 4 Higher National Certificate in Engineer

Our team regularly signpost potential students to the courses that are best suited for their experience and skills. On the rare occasion that The Engineering College cannot offer a course suitable to the individual, we will signpost to an alternative provider.

The Engineering College have also developed a highly informative website, with details on courses delivered, entry requirements and required skills; advice and general guidance on how to apply and complete an application form.

8. IAG: STARTING YOUR PROGRAMME:

8.1 INDUCTIONS

Our inductions cover curriculum workshops, team-building exercises, and an understanding of what is expected on the course and from the college. Other areas covered include

safeguarding, radicalisation, the PREVENT duty, British Values, equality and diversity, health and safety in the workplace, initial assessments and Employee Rights and Responsibilities. This is all aimed at getting you ready for your programme and your journey as a student.

At Scholarship 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 a support team dedicated to producing up-to-date timetables and learner trackers and support through this transition stage. This team also looks after learner attendance and punctuality tracking.

8.2 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, full-time learner reviews are held at the college's premises every 6 to 8 weeks.

Learner Council sessions are held four times a year, and have core themes, which include Citizenship, Programme Development and IAG, Safeguarding and the PREVENT agenda. The Learner Council brings together representatives from a cross-section of programmes.



8.3 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 at the college before working on-site. Our team makes it a priority to support you throughout your apprenticeship, whether you are in centre or on-site with your employer.

8.9 SUPPORT IN CENTRE:

As a student (scholarship student or apprentice), we have designated Safeguarding and Learner Support staff who are available, five days a week, each week to offer support and advice and deal with any concerns you may have whilst on your programme. This includes queries about career progression, health and well-being and any concerns about your personal safety.

Our team of experienced engineering tutors can provide information and advice in lessons, and we also have a confidential, wellbeing support line open 24/7 for 365 days per year.

8.10 SUPPORT ON-SITE:

If you are 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 and will carry out learner Reviews every 8 to 12 weeks, giving you the opportunity to discuss your course, career progression and any concerns you may have about your personal safety, health, and well-being.

You can also contact our Safeguarding team directly if you would like to arrange a meeting to discuss any personal or professional concerns you have whilst on your programme.

9. IAG: AFTER YOUR PROGRAMME

When you finish your programme; whether it be our STEM school 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.

9.1 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 and 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 scholarship students who have completed their training and are looking to progress further.

TOUCHPOINTS:

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

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 and what you would like to do next.

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 higher education and to become qualified tradespeople, supervisors, inspectors, site managers and even business owners.

Policy Review:

The Engineering College has the right to revise and update policies as required. All employees, learners and stakeholders will be notified and updated on the policy changes and expected to comply.

Last Review:	19 March 2026	v4
Next Review:	19 March 2027	