

STAR AGENCY (IAG) Service Standards

Our Service Charter

The STAR Agency (IAG) team is committed to providing excellent service to all stakeholders (internal and external) underpinned by the following themes:

- Adopting Harlow College core values
- Providing informed guidance and accessible information
- Encouraging and responding to Feedback

Our Core Responsibilities

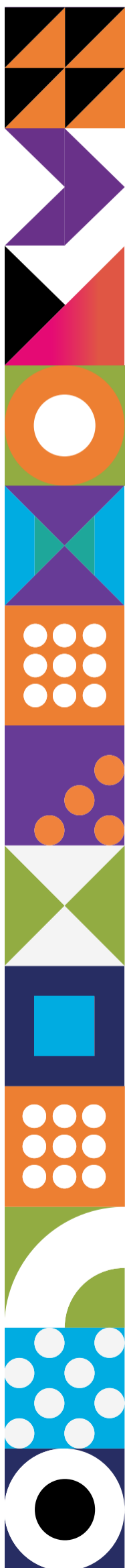
- Providing our students with Information, advice and guidance (IAG) on progression choices
- Supporting our students with careers IAG within their curriculum studies
- Delivering IAG to students and staff from our local school community to support progression
- Supporting the retention of our students in danger of becoming NEET

Our Service Standards

We will achieve this by:

- **Providing our students with Information, advice and guidance (IAG) on progression choices**
 - Maintain an up to date knowledge of progression options including Higher Education, Apprenticeships and employment including local and national labour market Intelligence
 - Provide accessible information for individual students through Careers Central drop in and bookable appointments
 - Coordinate, publish and deliver a careers programme that includes employer engagement opportunities and aligns to the Gatsby Benchmarks
 - Deliver at least one college wide event relating to each of the following progression routes Higher Education, Apprenticeships and employment
 - Seek and act on feedback from students who receive IAG intervention
- **Supporting our students with careers IAG within their curriculum studies**
 - Work in collaboration with each delivery team to provide sector specific IAG through their curriculum timetable
 - Create and delivery engaging IAG through the tutorial framework
 - Plan and deliver sector specific activities including employer led events
- **Delivering IAG to students and staff from our local school community to support progression**
 - Respond to all enquiries from schools within two days
 - Provide access to up to date information to all schools within a 15 mile radius
 - Attend school progression events including assemblies and parent information events
 - Seek and act on feedback from students who receive IAG intervention
- **Supporting the retention of our students in danger of becoming NEET**
 - Checking registrations are up to date on pro-solution once a month
 - Chasing learners who are past their expected end date once a month
 - Processing all registrations and claims within 48 hours
 - Checking and updating base data termly
- **General services and communication**
 - Respond to all staff and student enquiries within one day
 - Provide impartial IAG intervention with students to seek a swift resolution
 - Work effectively with other delivery teams and service areas to support a positive outcome
 - Seek and act on feedback from students who receive IAG intervention

We welcome your suggestions on how we can improve our service standards.
You can provide feedback by e-mail: guidance@harlow-college.ac.uk



WPO Service Standards

Our Service Charter

The WPO (Work Placement Officers) team is committed to providing excellent service to all stakeholders (internal and external) underpinned by the following themes:

- Adopting Harlow College core values
- Providing informed guidance and accessible information
- Encouraging and responding to Feedback

Our Core Responsibilities

- Facilitate Work Experience (WE)
- Seeking and facilitating Industry Placements (IP)
- Building and maintaining relationship with customers
- Maintain accurate Management Information (MI) records
- Provide a service to our customers in a time affect way

Our Service Standards

We will achieve this by:

- **Facilitate Work Experience (WE)**
 - Engage with firm within 10 working days from the date WE paperwork received.
 - Complete Health and Safety documentation (HASP)
 - Ensure all customers have received confirmation of placement
 - Log placement on internal systems
 - Via Grofar obtain feedback from Firm/Student
- **Seeking and facilitating Industry Placements (IP)**
 - Sourcing suitable placement
 - Ensure all formal agreements have been completed and signed before placement commences
 - Complete Health and Safety documentation (HASP)
 - Log placement on internal systems.
 - Via Grofar obtain feedback from Firm/Student
- **Building and maintaining relationship with customers**
 - Maintain communication with external customers throughout placement.
 - Dealing with concerns as they arise.
 - Holding regular meetings with Internal customers
 - Ensuring our students are work ready
 - Review and analyse feedback via Grofar
- **Maintain accurate Management Information (MI) records**
 - Customer activities to be logged via Grofar within 5 working days
 - All communication should be sent via Grofar for audit purpose
 - Logging all placements on internal systems
 - Ensuring all WPO's are recording things in the same process
 - Report to management of any obstacles that arise that may affect WPO's from delivering a particular service
- **Provide a service to our customers in a time affect way**
 - Encourage customers to communicate more via email so WPO's can respond back in an efficient way
 - A clear process for dealing with customers when individual WPO's are absent
 - Ensuring internal and external customers know what times WPO's are available
 - Informing our internal customers about any target deadlines in advance
 - Plan ahead and prioritize wisely

We welcome your suggestions on how we can improve our service standards.
You can provide feedback by e-mail: WPO@harlow-college.ac.uk

