

Information Advice and Guidance (IAG) Policy

Policy Statement:

We as a provider of apprenticeship training seek to provide appropriate and impartial information advice and guidance services to all potential learners, current learners, and employers. We seek to provide this guidance during key stages of the learning journey and include:

- Initial contact
- Whilst participating in learning
- On completion of learning and exit from programme.

Scope

Our information advice and guidance service will apply to all applicants that apply for and learners that participate in our training programmes.

Policy Aims and Objectives:

1. To provide impartial information advice and guidance to potential learners, existing learners and employers which results in:
 - a. High retention and achievement rates
 - b. High applicant satisfaction survey results
 - c. High learner satisfaction results
 - d. High employer satisfaction survey results
2. All learners to:
 - a. Receive an individual interview during which they will receive career information advice and guidance
 - b. Undertake a robust initial assessment
 - c. Agree an individual learning plan that accounts for individual learning needs
 - d. Have their progress reviewed at least every 8 weeks and be offered impartial advice.
 - e. Receive IAG information on progression and career development advice at the end of their training programme.

Information Advice and Guidance Service:

We aim to provide all applicants and learners with free and impartial career information advice and guidance. IAG is embedded within all our training programmes and delivered over four stages:

1. As part of the initial application process in order to assist applicants in making the right choice of suitable training programmes offered by us and referring applicants who do not currently meet our eligibility and/or entry requirements back to the employer
2. At the beginning of all programmes undertake an initial assessment to agree appropriate and individual learning plans
3. During the period of training as part of our strategy to retain learners on programmes, provide learners with the opportunity to complete the agreed qualifications
4. On exit from all programmes support learners to progress in their career

Provides the following resources in respect of delivery of the IAG service:

1. Information on opportunities across all programmes offered by us
2. Guidance on the right programme following an assessment of training needs
3. Pastoral support and guidance on programme to assist retention of learners
4. Information and advice on career enhancement or other training opportunities during and on completing our programme.
5. Staff with appropriate and relevant knowledge and experience.

Responsibilities:

Our consultants and skills coaches are responsible for providing information advice and guidance to prospective applicants on recruitment to our programmes. Skills coaches, tutors, and mentors provide learners with on programme support to retain learners and enable them to successfully complete their qualifications. Skills coaches provide learners with guidance on exit from our programmes in relation to career advancement.

Quality Assurance and Evaluation

The provision of IAG services is quality assured via the collection and analysis of participant feedback and the analysis of key performance data relating to learner retention, achievement and progression. Our line managers are responsible for monitoring the front-line delivery, including the observation of the IAG service, and identifying areas for continuous improvement through the observation of teaching, learning and assessment process.

The outcomes from feedback and our staff will be subject to discussion as part of the continuous improvement meetings and management meetings.