



INFORMATION, ADVICE & GUIDANCE (IAG) POLICY

Policy Statement:

All staff are committed to providing an accurate Information, Advice and Guidance Service. We support the concept of lifelong learning and will endeavour to help individuals make informed choices about training and development opportunities in the context of their working lives and leisure activities. All applicants to the Training Trust will receive impartial, confidential and timely information, advice and guidance upon which to base their decisions on future activity. If a particular course is requested the suitability of that course to the specific need of the applicant may be investigated with a curriculum or subject specialist.

The overwhelming nature of the careers information affects young people's ability to make decisions about their future careers. This is an issue that we are very keen to address. The quality of information that young people receive to inform their decision-making at important transition points will play a vital role in the success of their future.

Purpose:

The Training Trust aims to provide high quality, impartial, information, advice and guidance services to anyone who wishes to access our training programmes or services. This includes any potential new customers or those who are already learning with us. We feel that in providing a quality information, advice and guidance service, we can help our clients make the right choices about their training courses or programmes that will enable them to reach their full potential. The quality of our service is monitored through performance data, feedback from our users and external accreditation.

Scope:

This policy covers a range of current vocational curriculum offered by The Training Trust including apprenticeships, vocational qualifications, functional skills, short courses and other funded training opportunities that are available. IAG services we supply also include employers, parents and carers and anyone who contacts us through the many lines of communication. The Training Trust maintains connections with nearby schools and colleges through various career events. We have good connections with local employers ensuring they play a leading role in preparing young people for the world of work. It is important, that employer engagement is seen as a complement to, rather than a substitute for, impartial independent careers advice and guidance. In addition, we have partnerships with Local Enterprise Boards which assists us in sharing good practice and developing opportunities for our clients.

IAG Delivery:

This policy applies to all learners and customers past and present.

For the purpose of this policy the term Information, Advice and Guidance (IAG) is used to represent a broad range of guidance activities and processes.

The following three terms have been used:

Information:

Information collected or provided can be transmitted through a variety of electronic or face-to-face communications.

Information on apprenticeships is provided by The Department for Education (DfE). This is disseminated to the Training Trust staff regularly as required in order for this to remain up-to-date. Other careers or general information necessary to support all individuals is sourced from other professional organisations associated with us.

Advice:

Advice involves the following:

- Helping learners and customers understand and interpret information
- Providing information and answers to questions and clarifying misunderstandings
- Understanding their circumstances, abilities and targets in order to give advice suited to them
- Advising on options or how to follow a course of given action
- Identifying needs by signposting and referring learners and customers who may need more in-depth guidance and support. Advice is usually provided on a one-to-one basis but may also be given in groups.

The advice provided is impartial and confidential to enable learners and customers in making informal choices for the most appropriate route for their personal development or career path.

Guidance:

Guidance aims to support learners and customers by:

- Allowing for a better understanding of themselves and their needs
- Confronting barriers of learning and progression
- Resolving issues and conflicts
- Developing new perspectives and solutions to problems
- Being able to better manage their lives and achieve their full potential

Guidance is provided by our fully trained and experienced team which can be tailored to support most individual client needs.

Learners and customers can be supported in a variety of ways such as through face-to-face contact, telephone, written correspondence either through letters or via electronic means. Training Trust promotes and supports equality of opportunity and wherever possible Training Trust will provide information in a format that suits the potential and current learners needs.

In line with the IAG above, Training Trust will provide assistance relating to:

- The range of support available at Training Trust
- Apprenticeship entry criteria, qualifications, and different ways to study
- Equipment, clothing and materials which the learner has to provide
- Impartial careers advice and guidance
- Customers will be signposted to the National Careers Service if their permission has been granted
- Guidance to current learners to discuss their progression

Roles and Responsibilities:

All Training Trust staff involved in the recruitment, selection, delivery and monitoring of training we offer have a duty to use this policy as a guide to support their role within their responsibilities. All staff will be suitably trained and keep their skills and knowledge at high levels through CPD to enable support with accurate, up to date IAG at all times.

Quality Assurance:

- Robust, well managed quality cycle encapsulating all processes to ensure regular monitoring and evaluation of procedures within our provision
- Feedback and data is evaluated regularly by dedicated focus groups
- All outcomes of the quality cycle are added to the quality improvement plan to evidence suggestions and improvements. This is discussed during monthly programme occupational reviews, staff and SMT meetings

Key Personnel:

The Chief Executive of Training Trust is the lead for IAG, he is supported by the Quality and Business Improvement Manager. This also includes Liaison Officers, Tutors, Assessors, Personal Development, Behaviour and Welfare Co-Ordinator and the Administration staff.

Training Trust is committed to developing quality IAG provision in accordance with its partners, to ensure that the best range of progression opportunities are available. Consistency of delivery ensures all learners and customers to receive high quality, impartial, IAG.

IAG Policy Objectives:

- Empower potential and existing learners to achieve their apprenticeship and career goals
- Develop independence in their decision making
- Ensure that all IAG delivery at Training Trust is responsive to changes and developments both internally and externally, including changes to the learner markets
- Support the improvement of learner's achievement and progression rates
- Work proactively and collaboratively with internal stakeholders to enhance the effectiveness of IAG
- Identify and work in partnership with external organisations to inform and enhance our services to the learners and customers
- Provide potential and current learners with professional, impartial and relevant advice. Advice that is provided to learners and customers is aimed to succeed in achieving goals, building confidence, boosting their self-esteem, understand how funding for

apprenticeship works, informed decision making, break boundaries and raising aspiration.

In order to achieve the policy objects, Training Trust will:

- Raise awareness of the service so that enquirers and learners know what they can expect and how to access it
- Regularly monitor and review the IAG service to continually improve the service that they provide
- Provide timely and targeted IAG to learners at key points throughout their apprenticeship that recognises and is diverse and distinct to their needs
- Ensuring all online information and advice is personalised, accessible, accurate and up to date
- Encourage learners to provide feedback to help with their development and any needs that they may require

Assessment Review and Evaluation:

To ensure high quality of IAG service, Training Trust will evaluate its provision to ensure that:

- The information, advice and guidance services are delivered in accordance with Training Trust's IAG Policy
- The IAG standards are delivered in accordance with the 'Quality Standards for Young People's IAG'
- The information, advice and guidance services are delivered in accordance with the 'Principles of Coherent Information, Advice and Guidance' as contained within the Matrix Quality Standard
- Any learner or customer with an identified disability will be provided with appropriate support to enable access to IAG

Training Trust continues to have the Matrix Standard for IAG. Training Trust reviews and elevates its service to achieve the three-year re-accreditation. Impact data for IAG is collected in several ways for those who receive IAG and a number of surveys to capture the different views of the learners on an apprenticeship, this is so we can compare the results yearly. This information feeds in to Training Trusts self-assessment process at the end of each academic year. Training Trust is always aiming to improve the IAG service that is provided.

Appeal Process:

All learners and customers who wish to appeal should follow the complaints policy, which can be found on Training Trust's website.

All information regarding external stakeholders will be treated as strictly confidential in line with GDPR Regulations 2018/Data protection Act 2018 and outlined within our Privacy notice found on our website

www.trainingtrust.org.uk