



Information Advice and Guidance (IAG) Policy

Policy Review

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Signature:
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Introduction

This policy outlines the provision of impartial and high-quality Information, Advice and Guidance (IAG) to all learners, potential learners, and other stakeholders within TradeTechs Northern Ltd. The aim is to:

- Empower individuals: To make informed decisions about their learning, career, and personal development.
- Enhance learner success: By ensuring learners have the necessary information and support to achieve their learning goals.
- Meet regulatory requirements: To comply with relevant legislation, funding rules, and compliance with Matrix quality standards.

Information: is a range of resource material available online that is presented in a way that encourages self-assessment and independent decision making whilst also delivering factual data. Information is also provided by staff who will direct enquirers and students to relevant resources. Staff will use a variety of questioning techniques to gain an understanding of requirements and individual circumstances. Staff will signpost enquirers and learners to more specialist support where needed.

Advice: is the process of supporting enquirers and learners to reach informed decisions by discussing their options. Staff will use a variety of questioning techniques to clarify further and identify specific needs and help enquirers and learners to interpret more complex information.

Guidance: is the process of supporting enquirers and learners with more complex needs to explore issues that may present a barrier to successful study. Staff will empower enquirers and learners to consider available options and collaborate with the learners to reach decisions relevant to their circumstances. Guidance aims to



facilitate learning and progression by advocating, challenging and referring to more specialist support, where appropriate.

Scope

This policy applies to all staff, learners, and stakeholders within TradeTechs Northern Ltd, including:

- **Potential learners:** Individuals seeking information about courses, training options, and career pathways.
- **Current learners:** Enrolled on courses who require support with their learning, progression, and career planning.
- **Staff:** All employees involved in delivering training, providing support services, and interacting with learners.
- **Stakeholders:** Employers, funding bodies, and other external partners.

Principles and Practice

TradeTechs aim to provide an IAG Service which provides:

- **Impartiality:** IAG will be provided in an unbiased and objective manner, ensuring learners' individual needs and circumstances are considered.
- **Confidentiality:** All learner information will be treated with the utmost confidentiality in accordance with data protection legislation (GDPR).
- **Accessibility:** IAG will be accessible to all learners, including those with disabilities, through a range of methods (e.g., face-to-face, online, telephone).
- **Quality:** IAG will be delivered by qualified and experienced professionals who have the necessary skills and knowledge.
- **Continuous Improvement:** The IAG service will be regularly reviewed and evaluated to ensure its effectiveness and meet the evolving needs of learners. As well as upholding the Matrix quality standards and meeting recommended areas to improve for renewal.

The information advice and guidance at TradeTechs will be provided in the form of:

- **Careers advice and guidance:** Information on career pathways, job market trends, and skills needs.
- **Course information and advice:** Guidance on course options, entry requirements, and funding opportunities.
- **Learning support:** Support with study skills, time management, and overcoming learning barriers.
- **Progression planning:** Assistance with identifying and applying for further education, training, or employment.
- **Personal development planning:** Support with setting personal and professional goals.



- **Skills gap analysis:** working with employers to identify skills gaps or performance issues within their workforce.
- **Tailored training solutions:** develop training that meets the needs of the learner (logistical, learning support) that addresses challenges for both parties. Offer a variety of training methods, including classroom instruction, workshops, online courses, simulations, on-the-job training, and mentoring.

TradeTechs will achieve the objectives above by:

- Raising awareness of the IAG Service so that expectations and access is clearly understood.
- Providing timely and targeted information, advice and guidance at key points in learning to support progress.
- Ensuring, as far as possible, that our online information and advice is current, personalised, accessible, accurate and takes account individual needs.
- Providing opportunities to access information, advice and guidance through a variety of channels, including online chats, email and telephone.
- Offering a range of opportunities to give feedback regularly on our service, and encouraging, and acting, on student, staff and employer feedback.
- Ensuring members of staff have opportunities for training, skills and knowledge development appropriate to their roles.
- Monitoring and maintaining the IAG Service regarding the key skill sets required for an effective and responsive service.
- Seeking to ensure the IAG Service explores and adopts innovative and digital technology as appropriate and relevant in line with TradeTechs strategic plan.
- Identifying key internal and external points of contact, such as staff in different departments, or external agencies, to inform and support the provision of Information, Advice and Guidance.

Implementation and Review

The implementation of the policy takes place through the delivery of Information, Advice and Guidance, and is evaluated through quality assurance mechanisms such as monitoring and evaluation, and accreditation to matrix, the national Quality Standard.

The policy will be reviewed every year to ensure it remains appropriate and relevant to IAG Service delivery, quality assurance processes and alignment with key company and regulatory policies.

Disclaimer

This information is provided for general guidance only and does not constitute legal or professional advice. You should always seek professional advice on specific legal or professional matters.

Related Policies and Procedures

- Attendance
- Equality and Diversity
- Safeguarding and Prevent
- Sexual Harassment
- GDPR
- Student Handbook
- Staff Handbook
- Learner Enrolment
- Class Charter
- Quality Standards and Verification

Responsibilities toward IAG in TradeTechs Northern Ltd

Director of Learning and Skills:

- Oversee the development and implementation of the IAG policy.
- Ensure sufficient resources are allocated to support the delivery of high-quality IAG.
- Monitor the effectiveness of the IAG service and make necessary improvements.
- Ensure compliance with relevant legislation and funding rules.

Manager of Quality and Curriculum:

- Develop and maintain quality standards for IAG provision.
- Ensure IAG is integrated into all aspects of learner support.
- Monitor and evaluate the quality of IAG delivered by staff.
- Identify and address any gaps in IAG provision.

Office Manager:

- Coordinate the administrative aspects of IAG delivery.
- Ensure accurate records are maintained of all IAG interactions.
- Provide logistical support for IAG activities.

Administrators:

- Provide initial points of contact for learners seeking information.
- Direct learners to appropriate IAG resources and personnel.
- Assist with the scheduling and delivery of IAG appointments.
- Maintain accurate records of learner queries and referrals.

Assessors/Trainers:

- Provide ongoing IAG to learners during their studies.

- Support learners with their career planning and progression.
- Identify and address any learning barriers that may be impacting learner success.

Learners:

- Take responsibility for their own learning and career development.
- Actively participate in IAG sessions and utilise the information provided.
- Communicate their learning goals and aspirations effectively.
- Seek support from IAG providers when needed.

Outcomes and Measures of Information Advice and Guidance

Outcome	Measure	Explanation
Enhanced employability	Learner surveys; case studies; ILP; RAS; employer survey	Surveys, case studies and the ILP will provide TT with qualitative data that can be analysed and identify impact in the company SAR and QIP. Whereas the RAS data is quantitative and can be analysed to show impact against the National Benchmark statistics provided by the DFE annually.
Increased progression opportunities	Learner surveys; case studies; ILP; RAS; employer survey	
Improved life satisfaction	Case studies; ILP	
Increased confidence	Case studies; ILP	
Increased motivation	Case studies; ILP	

*RAS = Retention, Achievement, Success