INFORMATION, ADVICE AND GUIDANCE (IAG) POLICY

POLICY STATEMENT:

To deliver a robust, impartial, un-biased and effective Information, Advice and Guidance (IAG) service to internal and external clients, organisations, and other key stakeholders, that is responsive and meets their needs, providing a comprehensive service that is able to meet national standards and requirements.

Policy Aim:

To enable potential clients, make well informed and realistic decisions about training and development needs, which will aid career progression, help choose progression pathways (e.g. training, employment, Further Education) and company training solutions and development.

Train'd Up has achieved the Matrix Standard and strives to provide information, advice and guidance that promotes the value of learning to all clients. IAG reflects our values, that staff are passionate about education and training, and enabling our learners to reach their full potential. We seek to develop the self-confidence, emotional literacy and communication skills of our learners. We value new approaches and ideas, and actively seek out new opportunities and solutions to meeting the IAG needs of our clients.

Policy Objective:

- To provide impartial, unbiased IAG in a form that is easily understood by the recipient.
- To ensure IAG is treated confidentially as per the Data Protection Act 2018, the UK's implementation of the General Data Protection Regulation (GDPR)
- To ensure IAG promotes and embeds equality and diversity throughout all provision
- To systematically monitor, review, evaluate and continually improve our IAG and measure performance
- To signpost clients to other competent organisations/services where the nature of the query, interest or concern is out of scope of our capability/competence.

Measurement of progress towards achievement of these strategic objectives will be through Internal Quality Assurance (IQA), Self-Assessment Reports and Quality Improvement Plan.

OUR LEARNERS:

Aim:

To provide learners, parents, guardians, support colleagues and applicants access to IAG, which is current, updated, reliable, easy to understand, fit for purpose and addresses the wide range of questions and concerns that might develop when considering engaging in learning and skills. Our policy is to ensure IAG covers a range of activities and interventions that will help individuals to become more self-reliant and better positioned to manage their personal and career development, including training and learning.

This includes embedding personalisation of learning into the ILP and program of learning, identifying individual learning needs and additional learning support where required, personal, social skills and wellbeing requirements, identification of vocational areas of learning for clients to embark on and development of employability skills, knowledge and understanding.

Objectives:

To support learners to understand the range of opportunities available through clear information in a wide variety of contexts and formats which enables them to make informed and realistic decisions about their current and potential future vocational or personal needs based on accurate information.

To evaluate and continuously improve our performance and measure through:

- Key Performance Indicators mapped to the Operational Plan and Quality Improvement Plan
- Learner responsiveness as evidenced in individual learner retention, success rates, and achievement data, which is mapped back to the IAG outcomes and is part of the process that informs the identification of the most appropriate programme of learning, initial assessment processes and target setting for learners
- Process of embedding Equality and Diversity, Functional Skills and Safeguarding into all aspects of IAG for the full cohort of clients
- To provide our IAG services completely free of charge to applicants/learners, including careers guidance
- To overcome any learner perceived barriers and challenges to learning development and progression, encouraging an ethos of lifelong learning, and finding effective learning and training solutions for individuals.

Train'dUp
Respecting People – Developing Business

EMPLOYERS:

Aim:

To provide employers full access to IAG which is fit for purpose, current, updated, reliable, easy to understand and addresses the wide range of questions and challenges, issues and concerns that may develop during considering and implementing training solutions. Our policy is to help employers develop their own business further by providing IAG on training solutions that meet individual employer needs.

Objectives:

- To promote and deliver specified vocational programmes to individuals who meet the Government Funding Body eligibility criteria or at a cost for those who do not.
- To evaluate and continuously improve the quality of our performance and delivery and measure distance travelled against the following criteria:
    - Employer responsiveness, employer engagement and employer organisational requirements
    - Success in employee achievement or completion of programmes
    - Measurement of progress against the key performance indicators mapped to the Company Operational Plan
    - To offer to carry out Organisational Training Needs Analyses for employers and identify, deliver, or appropriately signpost employers to organisations who can provide effective training solutions.

Train'dUp
Respecting People – Developing Business

EMPLOYEES:

Aim:

To provide all employees with effective IAG to enable them to continually develop their knowledge, understanding and expertise in specific areas, perform their own job role effectively.

Objectives:

- To enable our staff to identify their own competencies and to direct them to the most appropriate internal and/or external sources who can address individual CPD (Continuous Professional Development) needs
- To train all staff in IAG to a level that meets their job role and responsibilities
- To evaluate and continuously improve our performance measuring performance against:
    1. Matrix standard
    2. Investors In People (IIP) standard
    3. OfSTED Education Inspection Framework
    4. Career Development Institute Framework (CDI Framework)
    5. Employer, Learner, Employee feedback
    6. Staff retention
    7. Staff CPD against awarding body / Apprenticeship Standard requirements
    8. Staff Appraisals
    9. Key Performance Indicators
    10. Business needs
- To continue to develop effective strategies and take effective action to improve the company performance through our employees
- Continue to employ a qualified Careers Guidance Adviser.

Train'dUp
Respecting People – Developing Business

PARTNERS AND SUB-CONTRACTORS:

Aim:

To foster and maintain positive working relationships with partners and sub-contractors via effective embedded communications strategies.

Objectives:

- To collaborate with National Career Service, National Apprenticeship Services, JCP, other providers and referral support agencies, to deliver the most effective provision (within our scope of delivery) meeting the needs and aspirations of young people, adults, and employers
- To collaborate with funding bodies (ESFA) and Sector Skills Councils to contribute towards their strategic plans.

MEASUREMENTS OF SUCCESS OF THE IAG POLICY:

- Measurement against the national, regional, and local economic and demographic targets for learner retention, success and achievement of qualifications and pathways
- Employer and learner voice and feedback
- Organisational Operational Plan targets met
- IAG Promotion - Being aware of the service and engaging with it
- Promotional materials are circulated to targeted referral bases and organisations
- Staff attend promotional shows and careers events at schools and colleges
- The Quality & Compliance Team and Apprenticeship Recruitment Team, ensure that information supplied on promotional materials is reviewed regularly and kept up to date.

Responsibilities:

- The Apprenticeship Recruitment Team is responsible for providing information advice and guidance to prospective applicants on recruitment to Train'd Up Apprenticeship programmes. Assessors and tutors provide learners with on programme support, to retain learners and enable them to successfully complete their qualifications / Apprenticeship Standards. Assessment and delivery staff provide learners with guidance on exit from training, in relation to employment opportunities and career advancement.
- Senior Management has responsibility for line managing the front line IAG services against business objectives.

Respecting People – Developing Business

QUALITY ASSURANCE & EVALUATION:

The provision of IAG services is quality assured via the collection and analysis of client feedback, and analysis of key performance data in respect of learner retention achievement and progression. The Quality & Compliance team are responsible for monitoring the front-line delivery, including the observation of the IAG service, and identifying areas for continuous improvement.

The outcomes from participant feedback and from Quality & Compliance team will be subject to discussion at Senior Management Team meetings and performance and compliance meetings.

In Summary:

Train'd Up aims to provide all its clients with high quality, impartial and professional Information, Advice and Guidance (IAG), that should exceed expectations. Train'd Up seeks to have an excellent reputation for IAG, together with high retention, achievement, and progression rates on all programmes.

Entitlement:

All prospective learners and enquirers are entitled to appropriate current IAG and assistance with programme choice, career planning and transition into work, facilitated by our dedicated Careers Guidance Adviser.

The Enquirers:

- Externally may come from a broad range of backgrounds e.g. Careers Service, Schools, Colleges, young people, parents, employers, and Awarding Bodies.
- Internally may come from any of our existing learners or staff.

WHAT IAG RECIPIENTS CAN EXPECT:

Our staff:

- To treat you with respect
- To have developed current occupational competence, undertaken specific training, and are qualified with current and updated knowledge and understanding.
- To be able to access up to date information on training and tell you about it
- Will ensure confidentiality (exception being in cases of safeguarding discloses where confidentiality cannot be maintained for legal reasons).

Train'd Up will:

- Continue with external accreditation of our IAG via Matrix assessment
- Measure careers guidance against the Career Development Institute Framework (CDI Framework)
- Continue to improve the service we provide
- Provide effective signposting to other services
- Maintain Investors In People (IIP) status
- Continue to employ a qualified Careers Guidance Adviser
- Continue to provide effective and robust staff training and CPD.

DIRECTOR POLICY APPROVAL:

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Board of Directors and Senior Management Team.

Signed on behalf of Company Directors:

Laura Thompson

Name: Laura Thompson
Position: Finance Director
Date: 13/10/2025

END.

Train'dUp
Respecting People – Developing Business