

INTROTRAIN & FORUM LTD

Education & Training

Information Advice and Guidance Policy

Introduction

Our consultants are qualified in IAG.

We offer our Information, Advice and Guidance (IAG) services on an impartial and free basis to support and help everyone develop as lifelong learners and achieve their potential in their career of choice.

When approached for IAG on other areas including, for example: finance, health and relationships we signpost learners to other local or national organisations who provide specialist services on those issues. To implement the policy, we will:

- Provide accurate and impartial information, advice and guidance to existing and potential learners and employers about the courses, qualifications and support services we offer.
- Provide accurate and impartial information, advice and guidance to our own staff about their rights, entitlements and responsibilities as employees, about staff development procedures and opportunities, about performance management and grievance procedures, and about opportunities to contribute to the organisations strategic planning.
- Provide a service which is free and confidential to the individual, and which meets the highest standards of equality of opportunity.

Information, Advice and Guidance (IAG) Definitions: **Information** - refers to the provision of information relating to learning and careers, but without exploring the relative merits of different options. Information can be imparted verbally by an advisor or by printed material, and the internet.

Advice - requires more in-depth interaction with the learner. It includes the explanation of information and how to access and use the information. **Guidance** - involves an in-depth session or series of sessions between the learner and advisor, in which the advisor helps the learner through the process of making decisions about learning and careers. We can offer information on potential careers in various occupational sectors as well as signposts to other IAG service providers.

Referrals are made when a consultant recognises that the services of another organisation or agency would more effectively meet the needs of the learner. A referral can be made either internally within the organisation or externally to outside organisations. All referrals are in line with the Data Protection Act and other relevant policies.

What can you expect from us?

Accurate and impartial information, advice and guidance on the full range of services we offer. We offer information and advice on courses and qualifications available at IFL. If study elsewhere is more appropriate then we will, where possible, suggest alternatives.

A service that conforms to national standards. This means that our service will be:

- Accessible and Visible
- Professional and Knowledgeable
- Impartial
- Responsive to your needs
- Friendly and welcoming

• **Equality of treatment.** We aim to treat all our learners solely based on their merits, abilities and potential; regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation or any other irrelevant distinction.

We recognise the rights of all learners to be able to have equal access to learning opportunities. Learners should discuss any individual issues with their Assessor who will Information Advice and Guidance Policy.

These individual issues may relate to a disability including Dyslexia.

• **Confidentiality.** To provide the best possible service to you we keep a record of your details, your academic record and your contact with us. This record can only be accessed by authorised personnel at IFL that need to see this information as part of their work.

We take all appropriate physical, technical and contractual measures to ensure that your information cannot be used by anyone outside of our organisation.

What do we expect from you?

- As much relevant information as you can give us so that we can answer your enquiry fully; for example, disclosing a disability or additional requirement to enable us to provide extra support if applicable.
- If you have any questions or concerns about your application, your enquiry, your course or your progress, we expect you to contact us as soon as possible to resolve the issue.
- We ask you to be open with us – for example, please tell us

*If you do not want to go to another organisation or agency.

*If you do accept a referral, you will be expected to attend the interview as arranged. If you are unable to attend, please inform the organisation as soon as you are able.

Feedback, Comments and Complaints

- We are committed to developing the quality of our services and we regularly seek the views of our learners to find out how far they are satisfied with the courses and support provided.
- We welcome any comments you have which may help us to improve our services. If you are a learner with us, you can pass your comments directly to your Assessor or to any senior manager or member of staff.
- If you are not yet a learner you can contact us via email: training.consultants.com
- We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint, then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with our complaint's procedure.

Help with starting your qualification

- We will provide you with written information about the enrolment process, about transport arrangements for enrolment, and about any specific workplace information.
- We will provide you with a comprehensive induction programme. This induction process is carried out by your training consultant and is very important because it informs learners about resources, facilities and procedures.

During induction we will ensure that you are fully advised and/ or provided with the following:

- learner handbook
- the name of your tutor and assessor
- fire regulations and the evacuation procedures
- health and safety information
- procedure for notifying absence
- appeals and disciplinary procedures

Learning Support Learners at all levels can be helped in a variety of ways for example: study skills, ICT, assignment or project writing. Whatever the need we can help, or we know someone who you can contact.

Initial Assessments

All learners are offered initial assessment. Learners are assessed in maths and English to identify whether those skills are at the standard required for their chosen course and, where appropriate, are offered additional support. All learners are assessed to ensure that we can respond appropriately to individual needs. Learners who are concerned about their current level of maths or English skills can ask for help including on-line support. **Support during your Studies** We will provide on-going

advice and guidance throughout your time with us to assist your learning and your personal development. This will include:

- Course-based support from your assessor/tutor.
- Guidance on arrangements for assessment.
- Information, advice, and guidance to enable you to plan your personal, educational and career development.
- Reasonable adjustment and study support to facilitate your studies if you have a disability or additional requirements.

On broader issues including:

- Personal relationships, health and drug or alcohol support we will signpost clients to specialist agencies with relevant expertise.

Help with Moving On

We will provide help and support to enable you to choose what you will do next. This may include:

- Support from staff that can provide you with more information about options beyond your present study, whether it's progression to another course of study, progression to employment or higher education (university).

Reviewed May 2021 by Carolyn Howard