



Information, Advice and Guidance (IAG) Policy

NOTE: This is a CONTROLLED Document.

Policies are reviewed annually and in line with any regulatory requirements, changes in law or business amendments. Please note that the online version is the only version that is maintained. Any printed copies should, therefore, be viewed as 'uncontrolled' and as such, may not necessarily contain the latest updates and amendments.

Avensys UK Training Ltd is committed to delivering an Information, Advice and Guidance (IAG) service that provides a range of opportunities for learners/apprentices, employers and partners to make informed choices about their training and development needs. Avensys UK Training Ltd aims to embed IAG in quality assurance processes.

Our IAG service helps users to make informed choices:

- **Pre-Learning** choosing a programme with Avensys UK Training Ltd or any other provider, that is most suited to the learner's needs particularly in terms of location, content, level, delivery style, resources, costs, qualification, entry requirements, course pre-requisites, support available, etc.
- **At Enrolment** key information and advice related to the programme and the learning contract
- **In-Learning** via learner progress reviews, advice on learner support available, possible progression routes. For the employer, mid-course reviews.
- **Post-Learning** via final progress review, exit interview and learner questionnaire to identify further learning opportunities. For the employer, end-course reviews.
- **At any time** referral to other agencies and training providers for advice on careers, progression, work and learning that may be outside the scope of what Avensys UK Training Ltd is able to provide.

Our Aim

All Avensys UK Training Ltd staff involved in the delivery of the IAG service are expected to support current and potential learners/apprentices, employers and partners to make informed choices by giving IAG that is:

Impartial:

We won't only look at learning programmes delivered by Avensys UK Training Ltd and our partner Colleges. We will help customers look at what other providers are offering. We will give information which will help them find out more; phone numbers or website addresses.

Confidential:

Discussion details will not be shared with any other parties without the customer's knowledge or permission.

Fair:

Customers will be treated fairly and equally, in adherence with the Equality & Diversity Policy and procedures.

Transparent:

Learners/Apprentices will be informed as to what will happen. If, at any time, Learners/Apprentices do not understand, they will be encouraged to ask their tutor/assessor to explain.

Our Objectives

- To provide impartial information, advice and guidance to learners/apprentices at all stages of their learning journey, these include; pre-learning, induction, in-learning and post-learning on exit.
- To provide impartial information, advice and guidance to all learners that enables them to make informed choices about their options and next steps in relation to their chosen course programme/s and aspirations
- To provide support that enables learners to develop self and opportunity awareness
- To achieve nationally recognised qualifications
- To make a positive progression into employment or further learning and/or training

In delivering these objectives Avensys UK Training Ltd staff will:

- Establish effective communication with current and potential learners/apprentices.
- Identify information requested by current learners and potential learners/apprentices..
- Supply information materials to current learners and potential learners/apprentices..
- Assist current and potential learners/apprentices to clarify their requirements.
- Identify a range of options for achieving learner/apprentice requirements.
- Enable current and potential learners/apprentices to select a course of action.
- Maintain and improve documented information, literature and materials.

To ensure that IAG services are accessible and quality driven, we will:

- Work towards maintaining the Matrix Quality Standard for Information, Advice and Guidance services.
- Ensure that marketing literature and promotional information is varied, comprehensive, accessible and available to all.
- We will review the effectiveness and the quality of IAG via:
 - a) Customer feedback to include those of interested parties
 - b) Analysis of data; progress reports, achievement rates, progression data
 - c) Analysis of outcomes for learners
 - d) Annual review, renewal & update of documented information
 - e) Training & Awareness opportunities for staff.
 - f) Quality improvement strategies, supported by data analysis, addressing risks and opportunities borne from internal, external issues and audit results.