



Information, Advice and Guidance (IAG) Policy

Approved by:	Liz Lee
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Amended:	Liz Lee

This policy should be read in conjunction with other Company policies and guidance, including the Equality and Diversity Policy, Data Protection Policy, Safeguarding Children and Vulnerable Adults Policy, Quality Assurance Policy and Staff Development Policy.

Introduction

The Company provides an independent Information, Advice and Guidance (IAG) service to anyone wishing to study one of our courses. This includes prospective students/clients as well as those already engaged in learning.

We are committed to offering high-quality IAG that enables employers and students to make informed choices about the training and development opportunities that are right for them. IAG is a continuous process that supports the learner throughout their learning journey.

Aims

The Company strives to provide information, advice and guidance that promotes the value of learning to both current and prospective students, as well as employers.

Our IAG reflects the Company's core values: a commitment to education, a belief in the potential of our students, and a dedication to developing confidence, emotional literacy and communication skills. We value innovative approaches and seek new opportunities to meet the IAG needs of students, employers and partner organisations.

Delivery

This policy applies to all enquiring, enrolled and former students of the Company.

The term **Information, Advice and Guidance (IAG)** is used as an umbrella term covering a range of support activities and processes.

Definitions

Information

Data about opportunities conveyed through various media, including face-to-face communication, printed materials, telephone support, ICT, and websites.

Advice

Support that helps a student understand and interpret information. This may include:

- Providing information and answering questions
- Clarifying misunderstandings
- Understanding a student’s circumstances, abilities and goals
- Advising on available options
- Signposting and referring students for more in-depth support

Guidance

Longer-term or more intensive support that helps students:

- Understand themselves and their needs
- Address barriers to learning and progression
- Resolve issues affecting learning
- Develop new perspectives or solutions
- Manage their lives effectively and achieve their potential

IAG Within the Company’s Courses

Many Company courses include elements linked to IAG, particularly through soft-skills development.

Soft Skills Framework

Category	Soft Skills Outcome
Interpersonal	Communication skills Presentation skills Professional behaviour
Intrapersonal	Values and principles Emotional literacy Self-confidence
Business Skills	Workplace readiness Business and marketing skills Project management skills

Support the Company Will Provide

In line with the definitions above, the Company will provide assistance relating to:

- Support available during the course
- Fees and charges associated with study
- Course entry requirements, qualifications and study format

- Impartial careers advice and guidance
- Personal goals, aspirations and motivation
- Progression opportunities and next steps for current students

What Students and Employers Can Expect

- A service delivered to recognised national good-practice standards
- A clear explanation of the IAG available through the Company
- Staff who treat all individuals with dignity and respect
- Timely responses to requests for information
- Up-to-date information on courses and training opportunities
- Transparent information on training costs and available funding
- Assurance that all personal information is treated in accordance with data protection legislation

Assessment, Review and Evaluation

To ensure high-quality IAG provision, the Company will regularly evaluate and review its services to ensure they are delivered in line with this policy.

Impact data is gathered through various methods, including:

- Student performance data
- Employer and student feedback
- Internal reviews and quality assurance processes

This information contributes to the Company's annual self-assessment report.