

Key Performance Training

Information, Advice & Guidance Policy



Aim

This Information, Advice and Guidance policy outlines our commitment to ensure that all delegates receive high, quality, consistent information, advice and guidance from all staff, and that this is an integral part of our organisation.

We will aim to integrate this into all aspects of our work as part of our determination to help learners achieve the highest possible standards.

Our aim is to provide high quality education and training with high delegate satisfaction rates, high pass rates, high implementation rates and a high return on investment.

Purpose:

The purpose of the Information, Advice and Guidance Policy is to ensure that all delegates who are undertaking a programme of learning with us, and all past and potential delegates, receive high quality Information, Advice and Guidance (IAG) in order to support them to enter and progress in learning and work.

We will support delegates to develop the skills to:

- Understand the range of opportunities for learning, work and career development available to them.
- Gather, understand and interpret information and how to apply it to their own aspirations.
- Successfully transition between learning, training and work where appropriate.

We will ensure that the IAG services are delivered in accordance with:

- The 'Principles for Coherent Information Advice and Guidance' as contained within the Matrix Standard.
- The Key Principles of the Quality in Careers Standard.
- The eight Gatsby benchmarks of Good Career Guidance.

The eight Gatsby Benchmarks of Good Career Guidance

1. A stable careers programme.
2. Learning from career and labour market information.
3. Addressing the needs of each delegate.
4. Linking curriculum learning to careers.
5. Encounters with employers and employees.
6. Experiences of workplaces.
7. Encounters with further and higher education.
8. Personal guidance. such continuous improvement through a process of self-evaluation and action planning.

Guidance and Procedures

The Managing Director is responsible for:

- Ensuring that the Information Advice and Guidance Policy (IAG) is implemented.

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The Managing Director & Business Education Manager are responsible for:

- Ensuring that the Information Advice and Guidance (IAG) Policy is operationalised through adherence to the procedures.
- Identification of a Careers Leader for the business, in line with 'Good Career Guidance – reaching the Gatsby Benchmarks'.
- Ensuring the strategy implemented caters for those in vulnerable groups, including those with an Education Health and Care Plan.
- Training and support are provided for Key Performance Training staff to ensure that their knowledge is updated with developments in careers and local market intelligence (LMI) through continuous professional development.

The Business Education Manager is responsible for ensuring:

- Appropriate staffing and resources are identified to provide an outstanding Information Advice and Guidance (IAG) delegate experience.
- High quality Information Advice and Guidance (IAG) services to all delegates across all departments by fully qualified careers advisers are provided.
- All delegates undertaking a training program with us have access to careers support.
- All staff provide tailored Information Advice and Guidance (IAG) services in line with local market intelligence (LMI)
- Information Advice and Guidance (IAG) services are advertised and promoted across a range of platforms and are available in various formats to suit the delegate.
- Training and support are provided for all staff to ensure that their knowledge is updated with developments in careers and local market intelligence (LMI) through continuous professional development.
- All staff actively promote diversity, challenges stereotypes and tailor Information Advice and Guidance (IAG) services to individual delegate needs and circumstances.
- That Information Advice and Guidance (IAG) services provided to delegates is accurately recorded and quality assured.
- All staff signpost delegates to appropriate external services.
- Information Advice and Guidance (IAG) services that delegates have accessed are recorded and stored confidentially in accordance with Data Protection and Confidentiality Guidelines.
- Development of a Careers strategy to support curriculum departments to deliver on the Gatsby Benchmarks.

The Training Director is responsible for ensuring:

- The organisations Careers strategy is used to support their teams to deliver on the Gatsby Benchmarks.
- Applicants and potential applicants to the organisation are provided with suitable information and advice to make learning choices appropriate to their level of ability and in line with their aspirational goals.
- Information Advice and Guidance (IAG) procedures are implemented in the organisation by providing opportunities for all delegates to have access to high quality Information Advice and Guidance (IAG) services across all training programs throughout their time with us.
- Opportunities are identified for all delegates to have access to timely and appropriate careers guidance to support readiness for the next phase of education, training or employment so that delegates can make the transition to their next stage successfully.

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- Work closely with local businesses to create opportunities for delegates to develop wider employability skills and attitudes to work that enable delegates to demonstrate the practical skills they have developed.

The Admissions Manager is responsible for ensuring:

- Applicants and potential applicants to our training courses are provided with suitable information and advice to make learning choices appropriate to their level of ability and in line with their aspirational goals.
- Timely follow up of application to our training courses with invitations to appropriate Information, Advice and Guidance (IAG) events to confirm learning choices.
- Appropriate referrals are made to specialist Information Advice and Guidance (IAG) services where required.

Review

This Information, Advice and Guidance Policy will be reviewed annually.

Date of last review: N/A

Next review due: January 2026