

## Information, Advice and Guidance (IAG) Policy

### 1. Strategy

1.1 To deliver a robust, impartial, unbiased and effective IAG service to clients, candidates, learners, and key stakeholders, that are responsive and meets their needs. By providing a comprehensive service that is able to meet national standards and requirements, aligned to industry and government directives.

### MISSION

1.2 To treat you with respect, developing current occupational competence, undertaken specific training and are qualified with current and updated knowledge and understanding of qualifications and routes. To be able to access up to date information on training, learning activities and progression that is provided confidentially, accurately, and timely IAG to support your needs.

### STRATEGIC AIM

1.3 To enable clients, candidates and learners to make well informed and realistic decisions about training and development needs, which will aid career progression, help them select progression pathways that are aligned to individual needs and aspirations.

### STRATEGIC OBJECTIVES

GEM Partnership will deliver the highest quality IAG to all clients, candidates and learners by:

1. Providing impartial, unbiased IAG in a form that is easily understood by the recipient.
2. Continue to deliver an IAG service aligned to the framework, to ensure we maintain the very highest level on the Matrix Accreditation quality mark.
3. Ensure that marketing, promotional and information materials are comprehensive, accessible and available in a range of formats.
4. CPD opportunities for all staff to obtain further training / qualifications in IAG to ensure effective and robust delivery of the service.
5. Develop and review partnerships and networks to support the provision of impartial IAG and referral to appropriate partners and other external agencies/services
6. Embed IAG seamlessly within all quality activities within the business. By systematically monitoring, reviewing, evaluating and continually improve our IAG effectiveness on the client, candidate and learner's journey
7. Provide continuous improvement through research, development of new sources and networks to aid the IAG Process

### MEASURES

1.4 GEM Partnership gained the Matrix Accreditation standard in June 2018 and continually works towards this standard on an annual basis.

1.5 GEM Partnership continues to monitor, assess, and evaluate IAG processes and results through a comprehensive Quality Management System, collating information in a 360 Degree system of feedback, to feed into the Quality Improvement Plan.

1.6 GEM Partnership adopts a robust approach to self-assessment, in line with Ofsted Education Inspection Framework requirements.

## PRINCIPLES

1.7. All GEM Partnership staff are expected to deliver this aim in accordance with the Gatsby Benchmark, to support clients, candidates and learners to make informed choices by giving IAG that is:

1.7.1 Impartial: We won't only look at courses offered by GEM Partnership and our partner's. We will help clients look at what other providers are offering and signposted appropriately.

1.7.2 Confidential: Nothing from the discussion will be shared with anyone else without prior permission.

1.7.3 Fair: Everyone will be treated fairly and equally. Reasonable adjustment will be made to support any learning difficulty and/or disability. If their culture or religious beliefs require particular arrangement, GEM Partnership in conjunction with the relevant stakeholder will endeavor to accommodate this wherever possible.

1.7.4 Transparent: One of GEM Partnership's core values is accountability to ensure we have a transparent structure and strategy that allows and encourages individuals and collective responsibility.

1.7.5 Accessible: GEM Partnership will endeavor to make sure IAG service and support is accessible to everyone. All stakeholders are encouraged to provide feedback on our service.

## RESPONSIBILITIES

1.8 To provide impartial information, advice and guidance to learners at all stages of their learning journey, these include; pre-entry, induction, on programme and progression.

1.9 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 and career aspirations.

1.10 To provide support that enables learners to develop self and opportunity awareness.

1.11 To achieve nationally recognised qualifications.

1.12 To make a positive progression into employment or further learning and/or training.

1.13 In delivering these objectives GEM Partnership staff will provide the following to all clients, candidates and learners:

1.13.1 Establish effective communication.

1.13.2 Identify and supply information requested

1.13.3 Identify and assist with individual requirements.

1.13.4 Identify a range of options to meet needs.

1.13.5 Enable correct courses to be chosen.

1.13.6 Maintain and improve information materials.

1.13.7 Provide access to curriculum specialist information and where necessary refer to specialist external IAG support services from our partners.

1.13.8 Provide information on wider career opportunities.

## 2. Candidates/ Learners

### AIM

2.1 To provide learners, employers, employees and 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 engagement in employment, learning and skills.

2.2 This 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 own personal and career development. This includes providing guidance from the 1<sup>st</sup> contact through to progression and employment opportunities.

### OBJECTIVES

2.2 To provide a platform of Information, Advice and Guidance to enable Recruitment Consultants, Trainers and 1<sup>st</sup> Point of contact colleagues to deliver the right information at the correct time in the correct format.

2.3 To provide Advice and Guidance to both candidates and learners in progression in further education / training, employability, wider careers choices and signposting to sources of help to aid training and employment.

2.4 To overcome any perceived barriers and challenges to learning, development and progression, encouraging an ethos of lifelong learning and finding effective learning and training solutions for individuals.

2.5 To provide a free impartial Information, Advice and Guidance service to all user of GEM Partnership services and products.

2.6 Embed sources of support and Equality and Diversity at convenient and relevant opportunities in the candidate journey.

2.7 To Evaluate and continuously improve IAG performance measures through a robust Quality Management System.

### IAG DELIVERY

2.8 IAG should be identified and delivered at all times to support learners in their journey, although IAG is vital at the following key points in the learning journey:

2.8.1 Before entry to learning: choosing a programme with GEM Partnership or any other provider, that is most suited to the learners needs particularly in terms of location, content, level, delivery style, delivery method, costs, qualification, entry requirements, support available, etc.

2.8.2 At Induction: Key information and advice related to programme, learning contract, suitability and eligibility to course, agreed model of delivery, complaints procedure, safeguarding contact etc.

2.8.3 On programme: advice on learner support, health and wellbeing available. Wider career opportunities, progression routes, promotion support, and further education and training. This is particularly important during all progress reviews.

2.8.4 On Exit: Further learning, higher apprenticeships, further education or wider career opportunities or employment progression.

2.8.5 At any time: referrals to relevant partners or other organisations for advice on careers, work and learning that may be outside the scope of what GEM Partnership is able to provide.

### 3. CLIENTS (EMPLOYERS)

#### AIM

3.1 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 consideration of and implementing solutions. Our policy is to help employers develop their own business further by providing IAG on training solutions that meet individual employer needs.

#### OBJECTIVES

3.2 To offer and deliver government funded programmes in specified vocational areas fully funded to individuals who meet the Government Funding Body eligibility criteria or at a cost for those who do not.

3.3 To offer Apprenticeship provision to Levy and Non-Levy paying employers, to meet their business needs and promote an ethos of learning and development.

3.4 To prepare potential candidates for employment in line with employers' pre-employment requisites, including pre training, agility testing, line testing, interview and onboarding processes.

3.5 To provide an up-skilling training service to enhance induction business needs.

#### MEASURES

3.6 Monitor Information, Advice and Guidance performance through progression and sustainability records, reacting and reviewing procedures-based trends.

3.7 Monitor job outcome and employability trends to react to, update and respond to current best practice, legal and accreditation requirements.

3.8 Client, candidate and learner feedback surveys on a regular basis.

## 4. STAFF

### AIM

4.1 To provide all GEM Partnership staff with effective IAG to enable them to continually develop their knowledge, understanding and expertise in specific areas, perform their own job role effectively and become an asset within the culture of GEM Partnership.

### OBJECTIVES

4.2 To enable our staff to recognise the extent of 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.

4.3 To train all staff in IAG to a level that meets their job role and responsibilities ensuring continued professional development takes place within the GEM Partnership CPD and staff training calendar of events.

4.4 To continue to develop effective strategies and take effective action to improve the company performance through our employees.

## 5. PARTNERS

### AIM

5.1 To foster and maintain positive working relationships with partners via effective embedded communications strategies. Seek new opportunities for avenues of support and guidance, partnering with suitable private organisations, charities and government organisations that provide support services and products not offered by GEM Partnership.

### OBJECTIVES

5.2 To collaborate with partners in the employment service market to feed in to employability opportunities.

5.3 To collaborate with partners in the social support network services to provide Advice and Guidance in issues effecting current employability barriers and issues.

5.4 To investigate and promote services offering support and advice on all matters affecting training, employability, mobility and social factors.

5.5 To collaborate with National Careers Services, National Apprenticeship Services, JCP, other referral and support agencies, to deliver the most effective provision (within our scope of delivery) meeting the needs and aspirations of young people, adults and employers.

5.6 To collaborate with funding bodies (e.g., Education Skills Funding Agency, Local Authorities and other training partners), to provide the right level of cost effective, effective training provision to meets the needs of both client, candidate and learner.

5.7 To utilise services to identify signposting support, advice and guidance to aid progression.

6. IAG Promotion - Being aware of the service and engaging with it.

6.1 Provide IAG at the point of marketing, recruitment, induction and progression. Staff to be trained and aware of IAG at all contact points of the business, through the use of all business materials, signposting information / leaflets, employer information and posters/advertising.

6.2 Review material on a regular basis, ensuring literature is updated in line with policy changes.

6.3 Review and amend all forward-facing points of Information, Advice and Guidance contact with clients, candidates and learners on a regular basis and record changes.

6.4 Provide a diverse IAG offer, catering for needs of minorities and disabilities.

## 7. RESPONSIBILITIES

7.1 GEM Partnership are responsible for providing Information Advice and Guidance to prospective applicants on recruitment to all programmes. Trainers provide learners with on programme support to retain learners and enable them to successfully complete their training. Trainers and Recruitment Consultants provide learners with guidance on exit from GEM Partnership programmes in relation to progression, employment opportunities and wider career opportunities.

7.2 The GEM Partnership Leadership Team are responsible for the Policy, design and delivery of Information, Advice and Guidance, and its implementation by providing training and resources to meet the requirements of the business.

## 8. QUALITY ASSURANCE & EVALUATION

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

8.2 Feedback information will be recorded, monitored and interpreted to feed into management and standardisation meetings.

8.3 Best practice will be identified and shared through business communication channels on a regular basis.

## SUMMARY

9.1 GEM Partnership aims to provide all its clients with high quality, impartial and professional Information, Advice and Guidance (IAG). This should meet client's expectations and where possible

exceed their expectations. GEM Partnership seeks to have an excellent reputation for IAG, together with high retention and achievement rates.

9.2 This policy sets out the requirements of GEM Partnership’s responsibility to provide a fair environment for Information, Advice and Guidance for all clients, candidates and learners, providing a network of confidence, safeguarding and successful learning to aid progression and business improvements.

#### Supporting Documentation

- 10.1 Safeguarding Policy
- 10.2 Prevent Policy
- 10.3 Remote Learning Policy
- 10.4 Acceptable Use Policy

I have read and understood the GEM Partnership’s Acceptable Use Policy (AUP) for remote learning.

Staff Member Name: .....

Date.....





