

Information Advice and Guidance (IAG) Policy

Policy Statement

Arch Apprentices (Arch) is committed to delivering an Information, Advice and Guidance (IAG) service that provides a range of opportunities for learners, employers and partners to make informed choices about their training and development needs within the apprenticeship sector.

About IAG services

The Arch IAG service is delivered:

- **Pre-Apprenticeship** choosing an apprenticeship programme with Arch or any other provider within the Avado Group of training companies, that is most suited to the learners needs particularly in terms of online training, content, level, delivery style, recognition of prior learning and associated fees, qualification, entry requirements, support available to name a few.
- **During Recruitment & Onboarding** where selection, skills scans and key information and advice related to the programme and the learning contract is provided to both the Employer and Learner.
- **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 and end point assessment preparation, completion review and end of learning surveys to identify further learning opportunities.
- **At any time** refer to other agencies for sector specific advice such as knowledge articles and additional ready to support the learning aims, careers pathways and CV building services and or ESFA Rules.

To ensure that IAG services are accessible to all and are of high quality, we will:

1. Work towards achieving and maintaining the Matrix IAG quality standard and ensure that IAG services meet the requirements within this framework.
2. Ensure that marketing, promotional and information materials are comprehensive, accessible, and available in a range of formats.
3. Monitor the effectiveness and improve the quality of IAG via:
 - a. Customer feedback
 - b. Staff feedback

- c. Employer feedback
 - d. Partner feedback
 - e. Analysis of Initial Learner Profiles, ILPs, career aspirations and Learner Progress Reviews
 - f. Analysis of outcomes for learners
 - g. Annual review, renewal & update of information materials
4. Provide opportunities for our staff to undertake training to ensure understanding of:
 - a. IAG policy, strategy, aims, objectives, procedures and performance indicators
 - b. Equality and diversity
 - c. Confidentiality issues
 - d. Learner support, including funding eligibility requirements set by ESFA.
 - e. Customer Care, Health & Safety, prevent & Safeguarding.
 - f. Support the use of internal training technology.
 - g. Information security protocols
 - h. Data protection, confidentiality and safe handling of customer data
 5. Develop and review partnerships and sub-contracting delivery regularly to ensure the appropriate level of service is being maintained and delivered.
 6. Embed IAG in quality assurance, staff development, training, company and staff Objectives and Key Results (OKRs).

IAG AIM

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

- **Impartial:**
We will help clients look at what other providers are offering against our offering ensuring a clear and transparent approach is taken to ensure our needs analysis is impartial and we can meet the needs of employers and their learners.
- **Confidential:**
Nothing from the discussion will be shared with anyone else without the client's knowledge or permission.
- **Fair:**
Clients and Learners will be treated fairly and equally, in line with the Arch Equality, Diversity and Inclusion Policy
- **Transparent:**
Learners will be told what will happen. If, at any time, learners do not understand what is going on, they will be encouraged to ask their tutor/Learning Development Coach or Student Success teams to explain.

IAG OBJECTIVES

1. To provide impartial information, advice and guidance to learners at all stages of their learning journey, these include the following stages: **pre-apprenticeship, recruitment & onboarding, in-learning and post-learning.**
2. 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.
3. To provide support that **enables learners to develop self and opportunity awareness.**
4. To **achieve** nationally recognised qualifications
5. To make a positive progression into employment or further learning and/or training

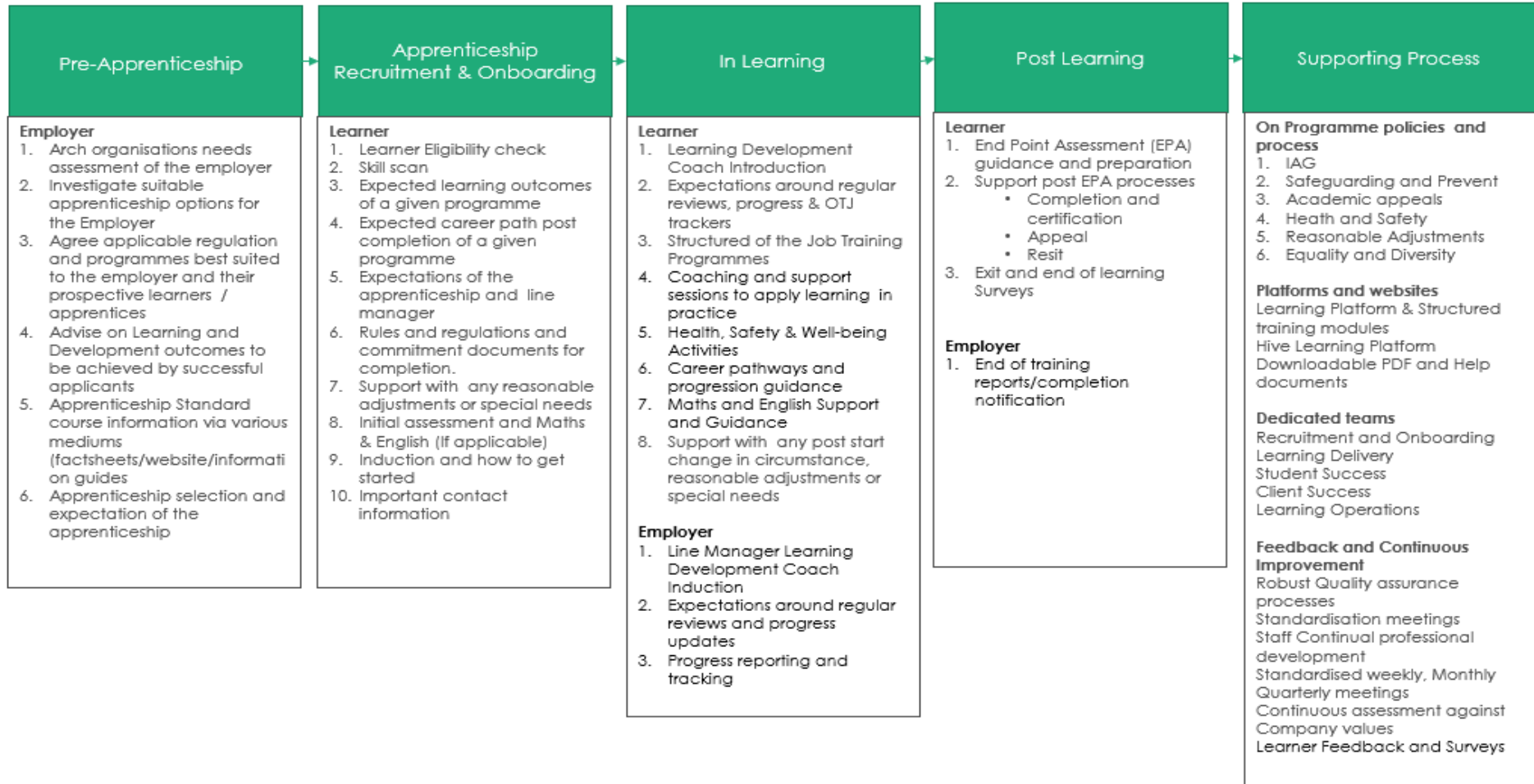
In delivering these objectives Arch staff will:

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



OPERATIONAL PROCEDURES

The process flow diagram overleaf outlines (In Summary) the IAG process steps and opportunities to deliver information, advice and guidance.



Document Control

DOCUMENT NAME	VERSION	MASTER COPY LOCATION
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Unless stated within the body of this document, the owner is responsible for maintaining document control and facilitating compliance; as well as the management of review, updates and changes.

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Revision History

Version	Date	Amended By	Summary of changes
V1	02/03/2021	Keith Harvey	Base line

Document Reviews

This document has been reviewed for QC purposes by the following, in addition to those on the 'approvers' list.

Version	Date	Name	Title / Role
V1	15/03/21	Lisa Stevens	Head of Learning Quality
V1	15/03/21	Louise Atherton	Safeguarding Lead

Approvals

This document requires the following approvals for implementation and / or for any change in content.

Version	Date	Name	Title / Role	Approval Status (Pending/Approved)
V1		Amy Crawford	Chief Operating Officer	Approved

