



Information Advice and Guidance (IAG) Policy



1. Introduction

Skills People Group consists of the following companies:

- *Construction Skills People*
- *C&G Assessments and Training Ltd*
- *Training Futures UK Ltd*

The company is a private Training Provider who deliver a range of apprenticeships, nationally accredited qualifications and a selection of short accredited courses.

The company is committed to delivering its services in accordance with the nationally recognised matrix Standard. The matrix Standard is the unique quality framework for organisations to assess and measure their information, advice and /or guidance services, which ultimately supports individuals in their choice of career, learning, work and life goals.

2. Purpose

The purpose of this policy is to ensure that, prospective learners, on programme learners and other stakeholders have access to accurate and impartial Information, Advice and Guidance (IAG) about the courses, qualifications and services we offer.

3. Scope

The company will endeavor to deliver best practice within all our services. We will actively promote equality and diversity and ensure that our marketing and advertising actively reflects this.

The company is committed to provide a curriculum to develop a learner's skills set, increase their knowledge and in return become a great asset to an organisation.

4. Learning Programmes

Our learning programmes are directly funded using funds from the Adult Education Budget (AEB) or funded using European Social Fund (ESF) monies which come direct from the European Union (EU). Both funds are managed by the Education and Skills Funding Agency (ESFA). "The European Social Fund (ESF) Operational Programme is part of the European Structural and Investment Funds Growth Programme for England in 2014-2020. It will deliver the Programme's priorities to increase labour market participation, promote social inclusion and develop the skills of the potential and existing workforce".

5. Information, Advice and Guidance (IAG)

Definitions:

- **Information** is provided in various ways, including written materials such as leaflets and fact sheets or during face-to face meetings. Professional advice is also available on where and how to access information.
- **Advice** is information that provides a review of the different options and their pros and cons, also including opinions and recommendations. This is more than just information - the individual is presented with supporting information to help make decisions.
- **Guidance** involves more in-depth discussions providing the individual with possible solutions and ongoing support where required.

6. Who uses our services?

- **Prospective learners** - Individuals who are considering undertaking a qualification, course or learning programme with the company. Individuals are provided with relevant information, advice and guidance and when necessary will be sign-posted to a course that meets their needs. Information about our programmes are available on the company website.
- **On programme learners** - All individuals who wish to enrol onto one of our programmes are required to undertake a comprehensive enrolment, which includes, completion of English and maths Initial Assessments (IA). **IA's are reviewed to ensure that individuals are enrolled onto the appropriate programme to meet their individual needs.*

During the induction and enrolment stage learners start to develop an Individual Learning Plan (ILP) to identify any support requirements and/ or development needs. Prior achievements, and /or recognition of prior learning will be taken into consideration, and where applicable all relevant evidence mapped towards the current qualification.

Learners are allocated a Training Assessor/ Tutor/ Delivery Specialist who is occupationally competent and qualified to deliver the course/qualification in line with centre requirements. The Training Assessor/ Tutor/ Delivery Specialist will review progress throughout the course. The purpose of the review is to look at the progress the learner is making, discuss and set future targets, review the ILP and reflect on what has been achieved so far.

On programme learners have access to a learner handbook, course materials and as part of the curriculum will participate in discussions around: Health and Safety, Equality and Diversity, Safeguarding and Fundamental British Values and Prevent.

Next steps - at the end of the programme all learners undertake an exit review with their Training Assessor/Tutor/Delivery Specialist, at this stage the learner will be provided impartial advice to enable them to make informed choices about their progression routes.

Destination and Progression entity – on completion of the programme the company monitor destination and progression outcomes, such as gaining employment or going onto further study. This information is collected by the customer service team during the year in which a learner completes their current programme of learning.

- **Other Stakeholders** - are provided with Information, Advice and Guidance (IAG) relevant to their organizational needs.

Feedback

The company is committed to using the views and opinions of learners and other stakeholders to contribute towards improving our services.

7a Compliments and Good News Stories

Compliments and Good News Stories influence our service development and provide feedback for our employees. If you would like to raise an expression of feedback, please submit this by:

- **Email to:** Quality@skillspeoplegroup.com
- **Post to:** Skills People Group, The Quality Team, Unit 1 The Bridge Business Centre, Chesterfield, S41 9FG

7b Concerns and Complaints can be sorted out quite simply by discussing the problem with your Training Assessor/ Tutor/ Delivery Specialist. However, if after discussing your concerns you still remain dissatisfied you can send details of your complaint by:

- **Email to:** complaints@skillspeoplegroup.com
- **Post to:** Skills People Group, Quality Team, Unit 1 The Bridge Business Centre, Chesterfield, S41 9FG

7. Safeguarding Support

The company will ensure that arrangements are in place to create and maintain a safe learning environment. An environment where all reasonable measures are taken to ensure that risks of harm are minimised, concerns identified and actions are taken to address them where appropriate.

8a Safeguarding Contacts:

Julie Lawton: 01246 589459 / 07976 745460
Perry Adams: 01246 589501 / 07860 917688
Sarah Booth 01246 589509 / 07872 989368
Amanda Warham: Designated Safeguarding Lead (Strategic Lead)
Head Office: 01246 589444
Email: safeguarding@skillspeoplegroup.com
Head Office 01246 589444
Address: Skills People Group, Unit 1 The Bridge Business Centre, Chesterfield, S41 9F

8. Staff Training

The company is committed to ensuring that all staff develop their knowledge, skills and qualifications. Effective staff development is not only vital to meeting future goals and ambitions but also makes an essential contribution to developing a culture where continuous professional development (CPD) can prosper.

The Human Resources (HR) team coordinate all mandatory training which may be specific to the role and the Information, Advice and Guidance (IAG) Services provided within their team.

The company aim is that all its employees who provide Information, Advice and Guidance (IAG) to stakeholders complete a level 2 IAG qualification as a minimum requirement.

The Safeguarding team and other individuals within the company are Mental Health First Aid (MHFA) trained, MHFA is an internationally recognised training course, designed to teach people how to spot the signs and symptoms of mental ill health and provide help on a first aid basis.

9. Confidentiality

The company is committed to comply with the General Data Protection Regulation (GDPR) which forms part of data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018) and the main provisions that apply, like GDPR, from the 25th May 2018.

10. Right to Access Rights to Information

Individuals have rights to access personal data that is being held about them either on computer or in manual files. Any person who wishes to exercise this right is required to submit a subject access request to: Skills People Group, The Data Protection Officer, Unit 1 The Bridge Business Centre, Chesterfield, S41 9FG

11. Related policies:

Complaints
Data Protection
Equality and Diversity
Employer Engagement
Subject Access Request
Safeguarding

Document Control

Date of change	Version	Overview of amendment	Amended by / Job title	Approved by	Approval date
16-10-17	1	Policy created	Sharon Lawrence (Quality Manager)	SMT	16-10-17
29-04-19	2	Full policy review	Julie Lawton (Quality Manager)	Tom Armstrong (Director)	29-04-19