Information, Advice, and Guidance (IAG) Policy

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1. Introduction

At **Achieve UK Training Ltd**, we recognize that clear, reliable, and accessible **Information, Advice, and Guidance (IAG)** is essential for learners to make informed decisions about their educational and career pathways. We are committed to providing impartial, confidential, and timely advice to all learners, helping them succeed in their learning journey, achieve their personal and professional goals, and progress to the next stage of their career.

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2. Purpose of the Policy

This policy outlines the framework and principles for providing high-quality IAG services. It is designed to:

- **Ensure that learners have access to the right information** to make informed decisions about their education and career.
- **Support learners in understanding their options**, both within Achieve UK Training Ltd and the wider job market.
- **Offer advice on progression pathways**, including further study, career choices, and training opportunities.
- **Uphold equality, impartiality, and confidentiality** in the delivery of IAG services.

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3. Scope of the Policy

This policy applies to:

- All learners currently enrolled in any programmes at **Achieve UK Training Ltd**.
- Prospective learners considering enrolling in our programmes.
- All staff, tutors, and IAG advisers responsible for providing advice and guidance to learners.
- External stakeholders or agencies involved in supporting the delivery of IAG services.

- Any individuals seeking advice or information related to educational opportunities and career progression.

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4. Key Objectives of the IAG Service

The main objectives of the IAG service at Achieve UK Training Ltd are to:

- **Provide accurate and up-to-date information** about courses, qualifications, career pathways, and opportunities for progression.
- **Offer personalized advice** to help learners understand their options and make informed decisions based on their unique skills, interests, and circumstances.
- **Provide impartial guidance** that supports learners in achieving their long-term goals, whether that involves further study, entering the workforce, or starting their own business.
- **Promote learners' confidence and empowerment** in making educational and career decisions through clear and transparent guidance.

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5. Delivery of IAG Services

5.1 Methods of Access

- **Face-to-Face Consultations:** Learners can book one-on-one appointments with trained IAG advisers for personalized support. These consultations are available by appointment during regular office hours and can be scheduled by contacting the IAG team or through the website.
- **Phone and Video Consultations:** Recognizing the diversity of our learner base, **Achieve UK Training Ltd** offers IAG services via phone and video calls to ensure all learners can access the service regardless of location. These consultations can be scheduled with ease through our office.
- **Group Information Sessions:** Regular group sessions will be organized, particularly for new students or individuals considering enrolment. These sessions will provide valuable information about course structures, qualification options, funding support, and career pathways.
- **Digital Resources:** Our website and other digital platforms offer a wealth of information, including course brochures, FAQs, e-learning tools, career advice, and progression guides. These resources are accessible to all prospective and current learners.
- **Email and Online Platforms:** Learners may also contact IAG advisers through email and online platforms to get answers to queries and advice on specific topics. We offer detailed responses within 2 business days.

5.2 Personalized Advice and Guidance

- Learners can access **personalized advice** from qualified IAG advisers, who are trained to understand individual needs and provide tailored recommendations. This

advice may include course selection, career advice, progression options, funding opportunities, and guidance on how to overcome challenges in their educational journey.
- All advice will be **non-directive** and will respect the learner's autonomy, ensuring that they are free to make the best decision for themselves.

5.3 Comprehensive Course Information

- Learners will receive detailed information about:
    - The structure of each course, including modules, assessments, and qualifications.
    - The duration of study and expected commitment.
    - Potential career paths and job opportunities related to the qualification.
    - The skills and knowledge learners will gain, along with how they can apply these skills in the workplace.

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6. Professional Standards and Qualifications of IAG Staff

6.1 Qualifications and Training

- All staff delivering IAG services must hold **appropriate qualifications** such as the **Level 4 Certificate in Information, Advice, and Guidance** or equivalent.
- IAG staff will also engage in **continuous professional development (CPD)**, attending regular workshops, conferences, and training sessions to stay current with trends in education, career guidance, and industry requirements.

6.2 Impartiality and Confidentiality

- The IAG service is committed to delivering **impartial advice**, meaning that all advice and guidance will be free from any bias or conflict of interest.
- All interactions with IAG staff will be treated with **confidentiality** in accordance with **data protection laws** (GDPR) and **Achieve UK Training Ltd's confidentiality policy**. Personal information shared by learners will only be used for the purposes of delivering IAG services.

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7. Learner Support and Wellbeing

7.1 Personal and Social Support

- In addition to career-related guidance, **Achieve UK Training Ltd** provides learners with information and advice related to personal wellbeing, including mental health support, financial advice, and accommodation options.
- Where appropriate, learners will be referred to specialist services, such as mental health counsellors, financial advisors, or disability support services.

7.2 Progression and Career Pathways

- Learners will receive guidance on **career progression**, including:
  - Potential job roles and industries related to their qualifications.
  - Further study options, such as higher education or professional qualifications.
  - The application process for apprenticeships, internships, or employment opportunities.
- **Achieve UK Training Ltd** will establish links with local employers, apprenticeship providers, and higher education institutions to offer learners direct access to progression opportunities.

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8. Quality Assurance and Continuous Improvement

8.1 Monitoring and Evaluation

- The effectiveness of the IAG service will be **monitored regularly** through:
  - **Learner Feedback:** Learners will be invited to provide feedback after receiving IAG services. This feedback will be used to improve service delivery.
  - **Surveys and Focus Groups:** Periodic surveys and focus groups will be conducted to assess the satisfaction levels of learners regarding the information, advice, and guidance they received.
  - **Audits:** Internal audits will ensure compliance with IAG quality standards and relevant regulations.

8.2 Continuous Improvement

- Based on feedback and monitoring, the IAG service will undergo **continuous improvement**. Adjustments will be made to services and processes to meet changing needs and improve learner satisfaction.

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9. Equal Opportunities and Accessibility

Achieve UK Training Ltd is committed to ensuring that all learners, regardless of their background or circumstances, have equal access to high-quality IAG services. We will:

- Provide services in **multiple formats** to meet the needs of learners with disabilities or those requiring assistance (e.g., large print, BSL interpretation, or online access).
- Ensure that IAG staff are trained in **equal opportunities** and anti-discrimination practices, making sure that all learners receive equitable and fair treatment.

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10. Reporting and Complaints Procedure

If a learner feels that they have not received appropriate information, advice, or guidance:

1. **Initial Concerns:** They should first raise the issue with their IAG adviser or tutor.
2. **Formal Complaints:** If the issue remains unresolved, learners can file a formal complaint with the **Complaints Officer** at **Achieve UK Training Ltd** via email or phone.
3. **Appeals Process:** In case of dissatisfaction with the resolution, learners can appeal the decision to the **Director of Learner Services**.

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11. Policy Review

This policy will be reviewed annually to ensure that it meets the evolving needs of learners and aligns with any changes in legislation, best practices, or the organization's objectives. The next review date is scheduled for **April 2026**.

Policy Owner: Manav Arora
Approval Date: 01/02/2025
Review Date: December 2027