

INFORMATION, ADVICE AND GUIDANCE (IAG)

1.0 SCOPE

- 1.1 This policy applies to all enquiring, enrolled and past clients and learners of MRG Services UK Ltd

2.0 POLICY STATEMENT

- 2.1 The Company aims to provide high quality, impartial information, advice and guidance (IAG) service which promotes the value of learning, offers a range of opportunities and an excellent and confidential service to all clients and learners.

3.0 EXPECTATIONS

- 3.1 Qualified and experienced staff will ensure all training, teaching, learning and assessment activities are conducted in a professional manner.
- 3.1.1 Pre-learning information will be gathered to ensure programmes and courses fully meet the needs of the individual in terms of the qualification, location, content, level, delivery style, entry requirements and support available.
- 3.1.2 At induction key information will be gathered via an Entry interview and related to the programme and the learning contract.
- 3.1.3 During learning, MRG will collect key information in the form of progress reviews, questionnaires for both learners and employers, on-site IQA visits, and mid-point IAG sessions.
- 3.1.4 On achievement learners will be interviewed via the Exit IAG and review process to identify progression routes, further learning opportunities and the learner's own aspirations.
- 3.1.5 At any point during the programme MRG will endeavour to meet the needs of the individual learner or employer. Referrals to other agencies and training providers will be utilised for advice on career, work or learning that may be outside the scope of what MRG is able to provide.

4.0 TO ENSURE OUR IAG SERVICE IS ACCESSIBLE TO ALL AND OF HIGH QUALITY, MRG WILL: -

- 4.1 Achieve and maintaining the Matrix IAG quality mark and ensure that IAG services meet the standards within this framework

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- 4.2 Ensure that marketing, promotional and information materials are comprehensive, accessible and available in a range of formats
- 4.3 Monitor the effectiveness and improve the quality of IAG via:
 - 4.3.1 Learner feedback
 - 4.3.2 Employer feedback
 - 4.3.3 Staff feedback
 - 4.3.4 Analysis of Initial Learner Profiles, ILPs, career aspirations and Learner Progress Reviews
 - 4.3.5 Analysis of outcomes for learners
 - 4.3.6 Annual review, renewal & update of information materials
- 4.4 Provide opportunities for staff to obtain professional training and/or qualifications in relation to IAG to ensure understanding of:
 - 4.4.1 IAG policy, aims, objectives, procedures and performance indicators
 - 4.4.2 Equality and diversity
 - 4.4.3 Confidentiality issues
 - 4.4.4 Learner support, including financial support
 - 4.4.5 Referral systems (internal and external)
 - 4.4.6 Customer Care, Health & Safety and Safeguarding
 - 4.4.7 Technological support
 - 4.4.8 Information sources
- 4.5 Develop and review partnerships and networks to support provision of impartial IAG and referral to appropriate partners and other external agencies/services
- 4.6 Embed IAG in quality assurance, staff development and training and the performance review/appraisal processes
- 5.0 **THE IAG AIM**
- 5.1 All 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:

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- 5.1.1 **Impartial:** MRG will not only look at learning programmes delivered internally; we will also help clients look at what other providers are offering. They will be advised how to find out more.
- 5.1.2 **Confidential:** Nothing from the discussion will be shared with anyone else without the client's knowledge or permission.
- 5.1.3 **Fair:** Clients will be treated fairly and equally, in line with MRG's Equality, Diversity and Inclusion Policy
- 5.1.4 **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/assessor to explain.

6.0 IAG OBJECTIVES

- 6.1 To provide impartial information, advice and guidance to learners at all stages of their learning journey, these include; pre-learning, induction, in-learning and post-learning.
- 6.2 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.
- 6.3 To provide support that enables learners to develop self and opportunity awareness.
- 6.4 To achieve nationally recognised qualifications and apprenticeships.
- 6.5 To make a positive progression into employment or further learning and/or training
- 6.6 In delivering these objectives MRG staff will: -
 - 6.6.1 Establish effective communication with learners and potential learners.
 - 6.6.2 Identify information requested by learners and potential learners.
 - 6.6.3 Supply information materials to learners and potential learners.
 - 6.6.4 Assist learners and potential learners to clarify their requirements.
 - 6.6.5 Identify a range of options for achieving learner requirements.
 - 6.6.6 Enable learners and potential learners to select a course of action.
 - 6.6.7 Maintain and improve information materials

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