

## Information Advice and Guidance (IAG) Policy

### Policy Commitment

Excell for Training Ltd recognise that there is value to both individual learners, their employers and ourselves by providing information, advice and guidance to enhance the delivery of our various training and assessment programmes. It is our policy to provide a complimentary IAG Service in order to help everyone get the most from our programmes, and to indirectly improve achievement, retention and customer satisfaction rates.

The objective of our IAG Service is to make sure that individuals who are considering, or who are already engaged on one of our programmes, are fully informed about the content, availability and suitability of programmes, and have access to advice and guidance relevant to their individual needs. We will ensure our IAG Service meets the standards set down by **the funding body** and maintain and improve the service continuously.

### Users of our IAG Service

People who use our IAG service may be from any of these groups:

- Employers who wish to develop the skills of their staff
- Individuals who are employed and either encouraged or required by their employers, or looking on their own initiative to develop their skills
- Individuals who are unemployed and wish to develop their skills in order to get future employment.
- External organisations that may pass on details of our service to potential customers.

### Special Educational Needs

Within these groups there are likely to be some individuals who may have learning difficulties or disabilities, and some who may have financial, social or other circumstances which may hinder their learning or participation. We aim to make our IAG service accessible to these people, as well as providing information advice and guidance to help include them.

### Delivery of the IAG Service

We want the IAG service to be seen as completely integrated and embedded within our normal business operations, and to achieve this we empower all our staff to provide at least some aspects of IAG. IAG is not a stand-alone service; it is very closely linked with, and in many areas is the same as, aspects of our equal opportunity, quality, environmental and sustainability policies.

We recognise that some IAG will be formal and structured (for instance Individual Learning Plans form part of an Apprenticeship programme), and at other times IAG will be provided reactively for instance in response to a telephone enquiry. We manage formal IAG through processes established

for delivery of our core programmes, and responsive IAG is planned and guided by the companies procedures

### Arrangements for the IAG Service

The key arrangements in place to ensure a consistent, coherent and comprehensive IAG service are:

#### People are aware of the service and how to engage with it.

We make sure that our promotional material including Course Information Sheets, website, Joining Instructions and advertisements raise awareness among potential users and customers that IAG is available, and appropriate access points are promoted.

#### People's use of the service is defined and understood.

We make sure that all our staff understand the extent of the service we offer, and provide them with appropriate training, course-specific documentation and reference information. We make clear who should provide IAG to users, and to whom they should refer if the requirement goes beyond their own remit.

#### People are provided with access to information and support in using it.

We make IAG accessible through a range of media, including:

- Telephone enquiries;
- Face to face meetings;
- Printed Information such as leaflets and Information Sheets;
- Online media including downloadable content on our website;
- Printed information in the form of Learner Handbooks;
- Email or letters;
- Face to face or verbal support to help people interpret or understand information or advice.

#### People are supported in exploring options and making choices.

We make available an assessor or tutor with expertise in the subject matter to guide people and advise them in making choices on a one-to-one basis.

#### Service delivery is planned and maintained

Managers are guided by the 8 **matrix** elements when planning IAG services, and consult and involve relevant staff in all areas of the business. Delivery of IAG which falls outside of core operational processes is specifically documented, and whenever new services, courses or methods of delivery are introduced, we give consideration to how this may affect IAG.

**Staff competence and support they are given are sufficient to deliver the service.**

When allocating IAG responsibilities we take into account the knowledge skills experience needed to deliver the service effectively, and in all cases where there is any need for development, briefings or structured in-house training is provided. Staff receive a structured Induction Training programme on joining the company, and periodic refresher briefings are provided, particularly when some aspect of delivery changes.

**Feedback on the quality of the service is obtained**

In the same process as used for training courses, we gather feedback from delegates on their satisfaction with the IAG service. This is statistically analysed with other feedback on a monthly basis as described in the Customer Feedback and Achievement Analysis Policy. We also conduct an employer experience interview at the end of employer programmes in which IAG is considered. We encourage feedback and suggestions from our own staff on all aspects of business performance, and IAG is included in this on-going process. Staff feedback is generally passed through line managers, or may be directed to the Quality Manager.

**Continuous quality improvement is ensured through monitoring, evaluation and action.**

All feedback is collated by our Quality Manager, and actions as deemed necessary for improvement are included in the company's Quality Improvement Plan. The QIP is reviewed quarterly by the Quality Manager, who monitors progress on implementation of agreed actions and reports to the MD.

Drafted by: Rachel Priest 19/03/2020

---

Agreed & Signed by: Steven Boyd 19/03/2020

---