



## Information, Advice and Guidance Policy

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This Policy should be read in conjunction with other The Real Apprenticeship Company policies and procedures including: Equality and Diversity, Data Protection Policy, Every Learner Matters, and the Recruitment and Admissions Policy.

The Real Apprenticeship Company aims to provide high quality, impartial, information, advice and guidance services which promote the value of learning to learners of The Real Apprenticeship Company, prospective learners of The Real Apprenticeship Company and employers or other organisations representing current or prospective learners. The IAG services support The Real Apprenticeship Company's values in that its staff are passionate about learning & enabling our learners to reach their potential. The learning and development staff seek especially to develop the self-esteem and self-confidence of students. We share with the rest of The Real Apprenticeship Company our belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position within the organisation. We value new ideas and approaches and seek new opportunities and solutions to meeting the IAG needs and demands of our learners and employers whilst supporting national economic strategies. We seek to encourage and celebrate creativity and to be supportive of innovation, learning from all that we do. We believe that our staff and learners should work in an environment of friendliness, with a clear sense of purpose to achieve our mission and realise our vision.

### Learner Entitlement

The Real Apprenticeship Company is committed to create an IAG experience for the students that is:

- Outstanding and delivered in a supportive environment
- Aspirational, designed to inspire and motivate
- Personalised to suit the student
- Planned to guide students on to the right courses and to support and stretch them
- Developing self-confidence
- Coaching them to be successful and progress on to their next steps

All clients that use the IAG at The Real Apprenticeship Company, i.e. students, prospective students and other stakeholders, are entitled to a service that is:

1. Accessible and Visible Access to IAG should be free from direct or indirect discrimination. Services should be recognised and trusted by learners, have convenient range of entry points from which clients may be signposted or referred to the services they need.
2. Professional and Knowledgeable frontline staff should have the skills and knowledge to identify the learner's needs quickly and effectively. They should have the skills and knowledge either to address the learner's needs or to signpost or to refer them to suitable alternative provision.
3. Impartial learners have the right to information, advice and guidance that is impartial, unbiased and realistic. Where appropriate, referrals will be made to external agencies.
4. Enabling Enquirers, students, parents, employers, staff and partners should be able to make informed choices about ways in which The Real Apprenticeship Company can meet their individual training and development needs. IAG services should encourage and support learners to become

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lifelong learners by enabling them to access and use information to plan their careers, supporting learners to explore the implications of both learning and work in their future career plans.

5. Patient, Friendly and Welcoming IAG services should encourage learners to engage successfully with the service. During Induction and during the year, learners will be visited by their assessor and each visit will include a tri partite review aimed that includes IAG.

## **6. IAG Delivery**

This policy applies to all enquiring, enrolled and past students at The Real Apprenticeship Company. For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes. The following definitions have been used:

- Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.
- Advice – this involves:
  - helping a learner understand and interpret information
  - providing information and answers to questions and clarifying misunderstandings
  - understanding their circumstances, abilities and targets
  - advising on options or how to follow a given course of action
  - identifying needs – signposting and referring students who may need more in-depth guidance and support.
- Guidance – aims to support students to:
  - better understand themselves and their needs
  - confront barriers to understanding, learning and progression
  - resolve issues and conflicts
  - develop new perspectives and solutions to problems
  - be able to better manage their lives and achieve their potential.

The Real Apprenticeship Company Guidance offer includes several elements that relate to IAG including, soft skills development relating to work-readiness, C.V. writing, preparation for interviews and safeguarding. There is also significant IAG taking place within the ILP and the monthly learner review processes.

In line with the IAG defined above, The Real Apprenticeship Company will provide assistance relating to:

- the range of support available at The Real Apprenticeship Company he college ☐ fees and other financial charges associated with a course of study
- financial assistance available to support those in learning
- course entry criteria, qualifications, accreditation and modes of study
- equipment, clothing and materials which the employer must provide
- impartial careers advice and guidance
- personal goals, aspirations and motivation while on the programme
- guidance to its current learners to discuss progression

## **Key Personnel**

The Operations Manager is the senior management lead for IAG in The Real Apprenticeship Company. Key managers of the processes are the:

- IQA Manager
- Apprenticeship Coachers
- Learner Services Manager
- Performance and Compliance Manager

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Advice provided is impartial and confidential, to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development. Information and advice is provided by the learning and development team and the recruitment team. Guidance is provided by competent staff and potential learners can see a member of the team face-to-face, telephone or in written format. The Real Apprenticeship Company promotes and supports equality of opportunity and wherever possible The Real Apprenticeship Company will seek to provide information in a format which suits the needs of the individual.

### **Policy Objectives**

The Policy Objectives are:

1. Increase the numbers of queries and applications which lead to enrolments onto apprenticeship programmes
2. Increase client satisfaction with the IAG received from The Real Apprenticeship Company
3. Improving The Real Apprenticeship Company Retention, Success and Achievement rates and measure the impact of the IAG services on these
4. Improve the percentage of students that positively progress to HE, further training, apprenticeships or employment after receiving IAG at The Real Apprenticeship Company.
5. Monitor and ensure equality of access to impartial IAG for the diverse groups of students in The Real Apprenticeship Company
6. Widen the range of appropriate partners and external agencies with which The Real Apprenticeship Company IAG services work
7. Continually update and improve the staff training and resources to provide up-to-date, impartial and effective IAG for learners.

### **Assessment Review and Evaluation**

1. To ensure a high quality of IAG service, The Real Apprenticeship Company will evaluate its provision to ensure that: the information, advice and guidance services are delivered in accordance with this IAG Policy.
2. The Information, advice and guidance services are delivered in accordance with the "Principles for Coherent Information Advice and Guidance" as contained within the Matrix Quality Standard.
3. Any learner or potential learner with an identified disability will be provided with appropriate support to enable access to IAG services.

The Real Apprenticeship Company is seeking to achieve the MATRIX standard kite mark for IAG and we will review and evaluate our service to achieve the 3 year re-accreditation following initial approval. Impact data for IAG is collected in a number of ways including learner performance data and learner feedback to check on student satisfaction. This information feeds into The Real Apprenticeship Company self-assessment process at the end of year and is found in the Self-Assessment Report.