

1. Purpose

1.1. The purpose of this policy is to set out the principles to be followed to ensure a consistent and effective approach to managing the giving of information, advice and guidance across More Training.

2. Scope

2.1. This policy applies to all staff, learners, contractors and third-party agents involved with More Training.

3. Policy Statement

- 3.1. More Training is committed to providing a high quality Information, Advice and Guidance Service. This policy provides details of our service and the standards of delivery we aim to meet.
- 3.2. We aim to provide an independent information advice and guidance service to individuals wishing to consider accessing the company's training programmes and those already in learning with the company.
- 3.3. A high quality information, advice and guidance service is key to the success of the organisation, it ensures we have learners on programmes suited to their needs and contributes to our retention and success rates.
- 3.4. The quality of the service is monitored through performance data and feedback from stakeholders.
- 3.5. The company supports the concept of lifelong learning and we will endeavour to help individuals make informed choices about training and development opportunities in the context of their working lives and leisure activities.

4. Objectives

- 4.1. Our service is based on the principles of the National IAG Board and our Information, Advice and Guidance will be:
- 4.1.1. Timely and in a form that is easily understood.
 - 4.1.2. Impartial, confidential and focused on the needs of the individual.

- 4.1.3. Undertaken by staff trained to offer appropriate Information, Advice and Guidance.
- 4.1.4. Able to provide access to a range of agencies for specialist support.
- 4.1.5. Free from stereotyping physical or cultural barriers for users and in accordance with our Equality and Diversity Policy.
- 4.1.6. Easily accessible and clearly defined.
- 4.1.7. Free of charge to the users.
- 4.1.8. Subject to evaluation and continuous improvement, encouraging individuals to get the most from the process.
- 4.1.9. Information, Advice and Guidance for staff in relation to our Safeguarding Policy.

5. Standards of Service

5.1. The Service Offers:

- 5.1.1. Open access to information on education, training and career opportunities.
- 5.1.2. An initial assessment to help identify clients' skills and aptitudes.
- 5.1.3. A trained member of staff to discuss client needs and aspirations and to plan for the achievement of goals.
- 5.1.4. Signposting to other agencies who may be able to help clients in achieving their goals or resolving concerns.
- 5.1.5. The opportunity for clients to spend time with a member of staff to review and revisit their goals and discuss progress and next steps.
- 5.1.6. Access to a trained member of staff to answer queries and provide advice by phone.
- 5.1.7. Monitoring of Health and Safety of stakeholders.
- 5.1.8. Recognition and accreditation of prior learning, qualifications, achievement and experience wherever appropriate.

6. Our promise to clients

- 6.1. Our clients can expect:

- 6.1.1. A service delivered to recognised national standards.
- 6.1.2. A clear explanation of the Information, Advice and Guidance Services we offer.
- 6.1.3. Trained and experienced staff who will treat them with respect and dignity.
- 6.1.4. A timely response to requests for information.
- 6.1.5. Up to date information on education, training and career opportunities in a range of formats.
- 6.1.6. Information on the cost of training and any funding which may be available to support the costs.
- 6.1.7. All information about them will to treated as strictly confidential in line with the Data Protection Act.

Unless there are changes this policy will be reviewed annually at the end of the academic year (1st Aug – 31st Jul) by the Owner.