Endorsed by the Director 26.02.17

The NVQ Training Centre Ltd t/a The Apprenticeship Centre aims to provide high quality, impartial, information, advice and guidance services which promote the value of learning to learners of the Academy, prospective learners of the Academy and employers or other organisations representing current or prospective learners.

The IAG services support the academy values in that its staff are passionate about education & enabling our learners to reach their potential. All contact staff seek especially to develop the self-esteem and self-confidence of students. We share with the rest of the Academy 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, employers and the local community whilst supporting national and regional education and 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 students should work in an environment of friendliness, with a clear sense of purpose in order to achieve their goals

Student Entitlement

The Academy is committed to create an IAG experience for the students that is:

* Outstanding and delivered in an excellent 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 academy, 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 clients, have convenient range of entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit clients’ needs. IAG is provided on the academy website, in academy marketing material and is available free of charge to any individual on request.

**2. Professional and Knowledgeable**

IAG frontline staff should have the skills and knowledge to identify the client’s needs quickly and effectively. They should have the skills and knowledge either to address the client’s needs or to signpost or to refer them to suitable alternative provision.

**3. Impartial**

Clients have the right to information, advice and guidance that is impartial, unbiased and realistic. Where appropriate, referrals will be made to external agencies.

**4. Integrated**

Links between IAG services should be clear from the clients’ perspective, regardless of the programme or level of qualification. Where necessary, clients will be supported in their transition between services.

**5. Aware of, and responsive to Diversity**

The range of IAG services should reflect the diversity of clients’ needs and reflect both clients’ present and future needs.

**6. Enabling**

Enquirers, students, parents, employers, staff and partners should be able to make informed choices about ways in which the college can meet their individual training and development needs. IAG services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications of both learning and work in their future career plans. All prospective students plus their families/helpers are encouraged to attend the academy prior to starting the course

**7. Patient, Friendly and Welcoming**

Clients are made aware of this entitlement through the academy inductions and interviews. During Induction and occasionally during the year, students will be visited in their tutor groups by members of the IAG services who introduce themselves and explain the nature of their services. IAG posters are also visible throughout the college sites. Parents and other stakeholders are made aware at Open Events and Parents’ Evenings held both in the college and at local secondary schools.

**IAG Delivery**

This policy applies to all enquiring, enrolled and past students at The NVQ Training Centre Ltd t/a The Apprenticeship Centre Ltd. 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, including face-to-face contact, written/printed matter, ICT software, and websites.

Advice – this involves:

 helping a student understand and interpret information

E.g.

* 24 Hour access to website to email requests
* Telephone number for answer machine
* Academy open Mon-Fri with help available throughout the day
* Appointments available on request outside of normal hours

 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

E.g. where an apprentice has lost an employer, we help them obtain the knowledge to get another role

 identifying needs – signposting and referring students who may need more in-depth guidance and support.

Advisory work is usually provided on a one-to-one basis but may also be in groups and also forms part of our induction process.

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
* help and assistance with CV writing, Job search, interview techniques/mock interviews
* be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some students and referral for specialist guidance and support. This involves more in-depth one-to-one work.

The Academy help with 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 process

In line with the IAG defined above, the Academy will provide assistance relating to:

* the range of support available at the academy
* How to search for Job vacancies
* financial assistance available to support those in education and training
* course entry criteria, qualifications, accreditation and modes of study
* equipment, clothing and materials which the student must provide
* impartial careers advice and guidance
* personal goals, aspirations and motivation while on course
* guidance to its current learners to discuss progression
* Grants and external funding support mechanisms
* Changes and advice on CSCS/CPCS card schemes
* Membership of governing bodies

**Key Personnel**

 Directors - Mark Webber and Peter Carey

 Tutors

 Office Admin Team

The Academy work with a range of providers within the learning community to enhance its curriculum offer to students. Information is freely available and promoted to all students

**Information** on courses is provided by staff, curriculum, and Admissions and Enrolment. Where the Academy does not have the information, the staff will seek the information on behalf of the individual, or provide the individual with the name and contact details of the organisation, who will have the information being requested.

**Advice & Guidance** provided is impartial and confidential, to enable students and potential students to make informed choices as to the most appropriate route for their personal and career development. Information and advice is provided by the

The following staff hold an NVQ Level 3 in IAG, Mark Webber, Peter Carey, Bernadette Keenan, Louise Webber & Jan Massey

The reasons we offer IAG are outlined below

1. Increase the numbers of queries and applications which lead to enrolments

2. Increase client satisfaction with the IAG received from the Academy

3. Improving College Retention, Success and Achievement rates

4. Improve the percentage of students that positively progress to HE, further training, apprenticeships or employment after receiving IAG at the College

**Assessment Review and Evaluation**

To ensure a high quality of IAG service, the Academy will evaluate its provision to ensure that:

 the information, advice and guidance services are delivered in accordance with their own IAG Policy.

 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.