

INFORMATION, ADVICE AND GUIDANCE POLICY

Steadfast Training Ltd recognises the importance of effective IAG Delivery. It is important for each member of staff to understand that they must not offer guidance in areas outside of their occupational competence.

The IAG policy will outline how IAG is provided, who is competent to provide it and when IAG is available to learners and companies free of charge throughout the duration of their enrolment. Staff may offer information and advice by engaging learners with the web based resources and advice on pre – determined areas where said member of staff is authorised as occupationally competent.

Information advice and guidance must be provided to each learner upon request but should be discussed irrespectively at the following stages:

i) Initially during the learner’s induction

ii) At each 12 Week Review

iii) When the learner finishes

- It is policy that any IAG request be acknowledged and recorded via email, telephone or mail within 24 hours from receipt and a response or a signposting must be performed within 5 working days from initial request.
- All IAG requests must be recorded and filed securely by the Quality Manager when they are dealt with. The record will serve to demonstrate that Steadfast Training Ltd has delivered against its time frame commitment. It will not be required to note the request specifically if it has any possibility of breaching the confidentiality policy.

The aims of Steadfast Training Ltd.’s IAG service are to promote the benefits of learning, help individuals and companies overcome barriers to learning and support them in making realistic and well informed choices.

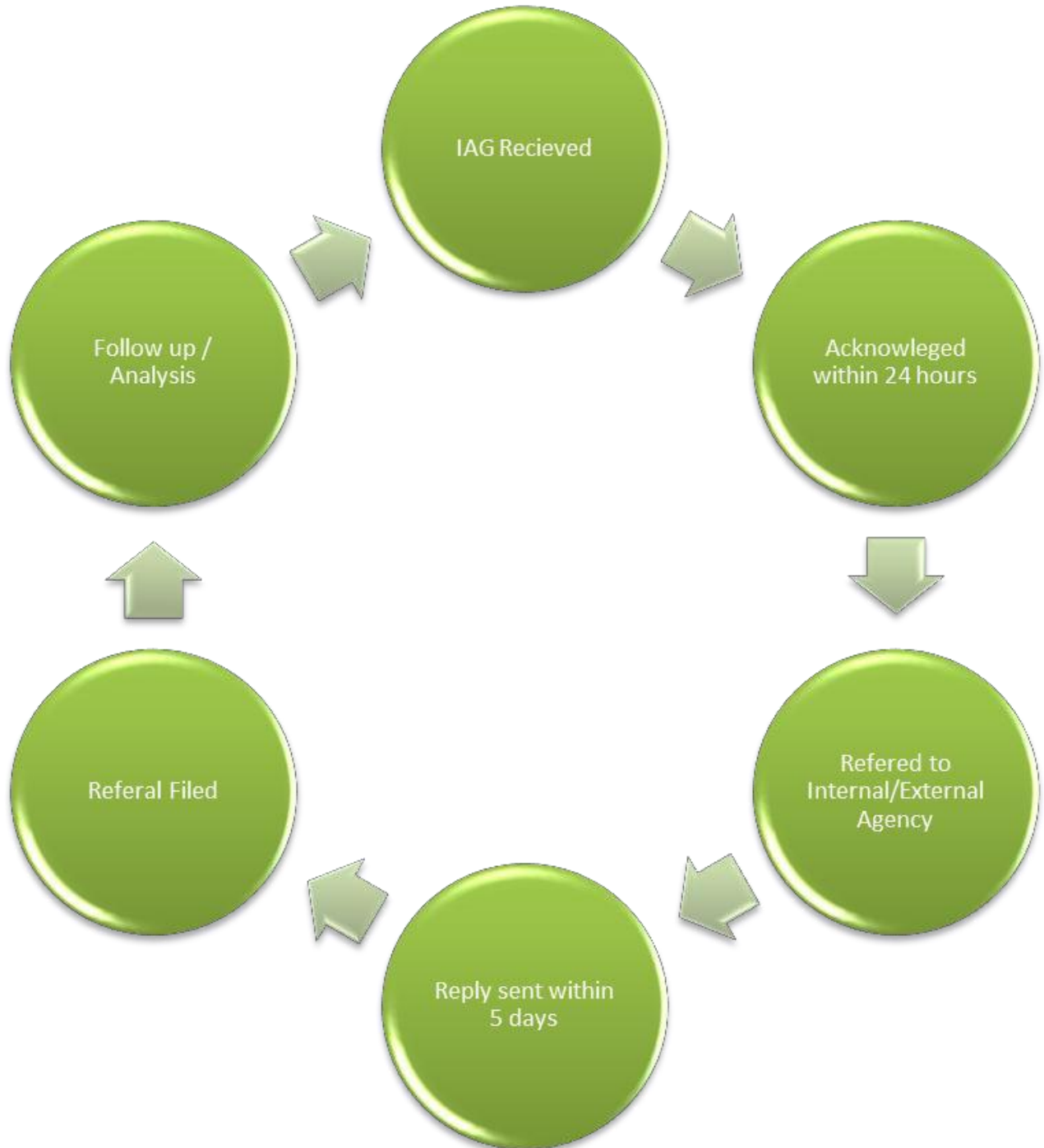
Steadfast Training Ltd will:

- Provide information about our courses, their characteristics including cost to employer.
- Provide information regarding course funding and criteria.
- Provide information about other local training courses and support services,
- Signpost and refer people to other training services, support services and appropriate guidance services.
- Provide a description of our IAG service.
- Keep up to date a display of leaflets and brochures from other local training providers (or web links).
- Provide help with writing CVs.
- Provide web based access for learners out of centre, to use for both learning as well as accessing local training and support services.
- Provide advice on possible careers related to our training courses.
- Offer basic skills and learning styles assessments and to signpost where these will assist in achievement and progression.

Steadfast Training Ltd will not:

- Provide other information about our company (apart from that relating to course characteristics).
- Provide advice about other local training courses and support services.
- Provide information about training courses and support services outside our geographical area.
- Provide internet access for reasons other than carrying out learning and assessment and allowing learners access to other training and support services.
- Provide careers guidance.
- Do psychometric testing.
- Provide and advice and guidance relating to personal relationships and difficulties other than signposting to qualified services providers

FLOWCHART IAG PROCESS



STAFF GUIDANCE ON IAG DELIVERY

The purpose of this leaflet is to provide training resource and guidance to staff members in respect to the procedure and response time frames of IAG delivery. It is also to be retained as a reference tool should any staff member be unaware of their pre-approved areas of IAG response.

Should a request be outside the remit of your pre-approved areas of competence outlined in this form it is imperative that you signpost the request to the centre for re- allocation.

Any staff member providing guidance to a learner in an area outside of their pre- approved competence will potentially face disciplinary proceedings. If you wish for a personal clarification of your own areas of pre-approved IAG response topics please contact us.

Information Advice and Guidance – Process

(See also Administration Process SF75)

1. Upon receipt of an IAG request please complete the initial request section of the IAG Request Form
2. Please provide a record of acknowledgement to the learner. This can be verbal but it is recommended that it is recorded on the assessment record (if during an assessment visit) or via email or mail. This must be completed within 24 hours of initial receipt.
3. If the response is concerning an area in which you have direct occupational competence (as highlighted later in this resource) you can respond to the request or signpost to the relevant place for candidate guidance, complete an IAG request form and send to the centre.
4. If the response is concerning an area in which you do not have occupational competence then you must complete the initial request on the IAG request form and refer it directly to the centre for allocation or signposting within 24 hours of receiving the request.
5. The centre will then allocate the response to the person with the most appropriate occupational competence, who will be required to respond or signpost the IAG request within a 5 working day period.
6. The Quality Manager will then securely file the IAG request.

Your topics of Occupational Competence

Please note that the centre has considered and pre-determined the subject matters that we consider each job role to be occupationally competent to directly respond to. If you have received an IAG request that you feel able to competently respond to that is not in the pre-determined areas as outlined under your job role then please contact the centre and we will allocate any additional areas of competence that are approved directly to you as an individual.

NOTE- you must not provide ANY information, advice and guidance if it is beyond your remit and you must not provide any IAG response AT ALL if you are still undergoing training or are in a probationary period.

Job Description	IAG topics you may discuss with a learner
1. Managing Director 2. DPM	Provide information about our courses, their characteristics including cost to the employer. Provide information regarding course funding and criteria Provide a description of our IAG service. Signpost to pre-approved sites and organisations using the web resource.
1. Contracts & Compliance Manager 2. Engagement & Recruitment Manager 3. Quality & Curriculum Manager	Provide information about our courses, their characteristics including cost to the employer. Provide information regarding course funding and criteria Provide a description of our IAG service. Provide information about other local training course and support services. Signpost to pre-approved sites and organisations using the web resource.
1. IQA 2. Assessor/Tutor 3. Data Input Assistant (where qualified)	Provide a description of our IAG service. Provide information about other local training course and support services. Provide help with writing of CV's Provide advice on possible careers related to our training courses Provide advice on specific courses and delivery of units Offer basic skills and learning style assessments and to signpost where these will assist in the achievement and progression Signpost to pre-approved sites and organisations using the web resource.
1. Telephone Training Advisor 2. Key Account Executive	Provide information about our courses, their characteristics including cost to the employer. Provide information regarding course funding and criteria Provide a description of our IAG service. Signpost to pre-approved sites and organisations using the web resource.

<p>1. Receptionist</p> <p>2. Apprentice</p> <p>3. Data Input Assistant</p> <p>4. Teaching Assistant</p> <p>5. Finance and HR Controller</p> <p>6. MIS/Data Manager</p> <p>7. Delivery Support Assistant</p> <p>8. Claims Co- Ordinator</p>	<p>Provide a description of our IAG service.</p> <p>Signpost to pre-approved sites and organisations using the web resource.</p>
<p>1. Assessor</p> <p>2. Tutor</p>	<p>Provide a description of our IAG service.</p> <p>Provide help with writing of CV's</p> <p>Provide advice on possible careers related to our training courses</p> <p>Provide advice on specific courses and delivery of units (only courses competent to deliver)</p> <p>Offer basic skills and learning style assessments and to signpost where these will assist in the achievement and progression</p> <p>Signpost to pre-approved sites and organisations using the web resource.</p>
<p>1. Careers advisor (any person holding NVQ/QCF Level 3 or above in IAG delivery)</p>	<p>Provide a description of our IAG service.</p> <p>Provide information about other local training course and support services.</p> <p>Provide help with writing of CV's</p> <p>Provide advice on possible careers related to our training courses</p> <p>Provide advice on specific courses and delivery of units</p> <p>Offer basic skills and learning style assessments and to signpost where these will assist in the achievement and progression</p> <p>Signpost to pre-approved sites and organisations using the web resource.</p> <p>Signpost and refer people to other training services and support services</p> <p>Research and refer to any organisation, body or research tool considered appropriate to learners request</p> <p>Provide Careers Guidance</p>