

## Introduction and purpose

Steadfast Training Ltd recognises the importance of delivering effective, impartial Information, Advice and Guidance (IAG) following the Matrix IAG Standard Framework and the eight Gatsby benchmarks. The Gatsby Benchmarks became a requirement for Independent Training Providers (ITPs) with learners aged up to 18, or up to 25 for those with an Education, Health and Care Plan (EHCP), from September 2025.

The Company is committed to supporting learners and employers to make informed decisions about learning and progression. Our staff are passionate about education and enabling learners to reach their full potential by developing their self-esteem, confidence, and skills.

Steadfast Training Ltd is committed to treating every individual with courtesy, fairness, and respect, regardless of gender, marital status, age, disability, religion or belief, or sexual orientation. All IAG is delivered in line with the Company's Equality and Diversity Policy.

Steadfast Training Ltd recognises and values neurodiversity, including (but not limited to) autism, ADHD, dyslexia, dyspraxia, and other cognitive differences. The Company is committed to providing inclusive and accessible Information, Advice and Guidance (IAG) that meets individual needs.

Where required, reasonable adjustments will be made to the delivery of IAG to ensure learners can fully access information, understand their options, and make informed decisions. Adjustments may include changes to communication methods, formats, environments, or timescales and are agreed in line with individual learner needs and existing support plans.

It is the responsibility of all staff to follow the IAG Policy and to ensure that Information, Advice and Guidance is only provided within their occupational competence. Staff must not offer IAG in areas outside their knowledge, skills, or authority and must refer or signpost learners appropriately where required.

## Scope of the IAG Policy

This policy outlines how Information, Advice and Guidance is provided in conjunction with Steadfast Training Ltd's:

- Equality and Diversity Policy
- General Data Protection Regulation (GDPR) and Data Protection Policy
- Safeguarding and PREVENT Policy

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Impartial IAG is available free of charge to learners and employers throughout the duration of a learner's enrolment.

Staff may provide information and advice through direct discussion and by signposting learners to web-based resources, limited to predetermined areas where the member of staff is authorised and occupationally competent.

This policy applies equally to all learners, including those who are neurodivergent and those with an Education, Health and Care Plan (EHCP).

### Timing of IAG Delivery

Impartial Information, Advice and Guidance must be provided upon request and should also be offered at the following key stages:

1. Prior to enrolment and during initial discussions with potential learners
2. During learner induction
3. At 12, 24, and 36-week reviews (where applicable)
4. On programme /completion o/ exit
5. For learners with an Education, Health and Care Plan (EHCP), Information, Advice and Guidance is delivered in line with the outcomes and support identified within the EHCP. IAG may be provided more frequently and in collaboration with parents/carers, employers, and external agencies where appropriate, to support progression, independence, and sustained outcomes.

Additional information is provided through course outline information sheets, which include eligibility criteria, entry requirements, and appropriate progression routes to further learning and accredited provision.

### IAG Requests and Recording

All requests for IAG must be acknowledged within **24 hours** of receipt via email, telephone, or post.

A response or appropriate signposting must be provided within **five working days** of the initial request.

Responsibility for the coordination of IAG delivery lies with the **Centre Manager**.

All IAG requests must be recorded and stored securely by the Quality and Curriculum team to ensure full implementation of this policy.

Records will demonstrate that Steadfast Training Ltd has met its stated timeframes.

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Requests will not be recorded where doing so could breach the GDPR, Data Protection, or Confidentiality Policy (Policy No. 225).

Any agreed reasonable adjustments relating to IAG delivery will be recorded securely and reviewed regularly to ensure they remain appropriate and effective

The IAG Process Flow Chart is detailed in **Appendix 1**.

This policy will be reviewed annually and approved by the Centre Manager.

### Aims of the IAG Service

The aims of Steadfast Training Ltd's IAG service are to:

- Promote the benefits of learning
- Help individuals and employers overcome barriers to learning
- Support realistic, informed decision-making regarding fs and progression

### Principles of IAG Delivery

All Information, Advice and Guidance delivered by Steadfast Training Ltd adheres to the elements of the Matrix IAG Standard Framework and the eight Gatsby benchmarks

**Stable** career linked programme

**Learning** from careers and Labour Market information

**Addressing** the needs of each learner Particular consideration is given to learners who are neurodivergent and/or who have an EHCP. IAG delivery takes account of individual learning styles, communication preferences, sensory needs, and support requirements to ensure guidance is meaningful, accessible, and learner-centered.

**Linked** curriculum learning to careers

**Encounters** with employers and employees

**Experiences** of workplace

**Encounters** with further and higher education

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### Personal Guidance

**Reasonable Adjustments** – Adjustments are agreed alternative formats, additional time, simplified language, assistive technology, or supported appointments.

**Accessible and Visible** – Services are easy to access, clearly promoted, and delivered at times and in formats that meet client needs.

**Professional and Knowledgeable** – Staff have the skills and knowledge to identify client needs and provide support or appropriate signposting.

**Effective Connections** – Clear links exist between IAG services, with supported transitions where required.

**Availability, Quality and Delivery** – Services are targeted to client needs and informed by local, regional, and national priorities.

**Diversity** – Services reflect and respond to the diverse needs of all clients.

**Impartial** – Clients are supported to make informed decisions based solely on their needs and circumstances.

**Responsive** – Services respond to current and future client needs.

**Friendly** – Services are welcoming and encourage positive engagement.

**Enabling** – Clients are supported to become lifelong learners and manage their own career planning.

**Learning and Work** – Clients are supported to explore links between learning and employment.

**Awareness** – Clients are aware of relevant IAG services and have realistic expectations of support available.

**Confidentiality** - All discussions between learners and advisors are treated in the strictest confidence. Any learner feedback may be provided anonymously. Information is recorded only where appropriate and in line with GDPR and confidentiality requirements.

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**Staff Qualifications and Training** All staff, including administrative staff, tutors, and trainers, receive IAG training. Tutors and trainers are appropriately qualified to deliver Information, Advice and Guidance and are supported to undertake continuous professional development, up to Level 4 or above where required. Staff delivering IAG receive training in supporting neurodiverse learners and learners with EHCPs, including understanding reasonable adjustments, communication strategies, and appropriate referral pathways. Staff work within their occupational competence and seek specialist support where required.

Additional guidance for staff is provided in **Appendix 2 – Staff Guidance on IAG Delivery**.

### Volunteers

Steadfast Training Ltd does not use volunteers to deliver Information, Advice and Guidance.

### Promotion of IAG Services

Information about IAG provision is available on the Steadfast Training Ltd website and includes links to the National Careers Service:

- <https://nationalcareersservice.direct.gov.uk>
- <https://steadfasttraining.co.uk/information-advice-and-guidance/>

Information on IAG provision is also included in company prospectuses and course information leaflets.

Documents are produced in a variety of formats and fonts to meet learner needs and are reviewed regularly to ensure accessibility and inclusion.

Staff are encouraged to remain up to date with IAG developments through monthly standardisation meetings.

### Feedback and Monitoring

All one-to-one IAG discussions are confidential but are recorded for internal monitoring and quality assurance purposes. Learners are given opportunities to provide feedback at induction, during programme reviews, and at exit.

**Complaints** All learners are informed of the procedure to follow should they wish to make a complaint regarding IAG provision

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### IAG Service Provision

In delivering high-quality IAG, Steadfast Training Ltd will:

- Provide information about its courses, including course characteristics and costs to employers
- Provide information about other local training courses and support services
- Signpost or refer individuals to appropriate training, support, or guidance services
- Maintain up-to-date information from other local training providers (or web links)
- Provide support with CV writing
- Provide web-based access for learners to support learning and access training or support services
- Provide advice on career opportunities linked to training programmes
- Offer basic skills assessments and signpost where appropriate

### Limitations of IAG Provision

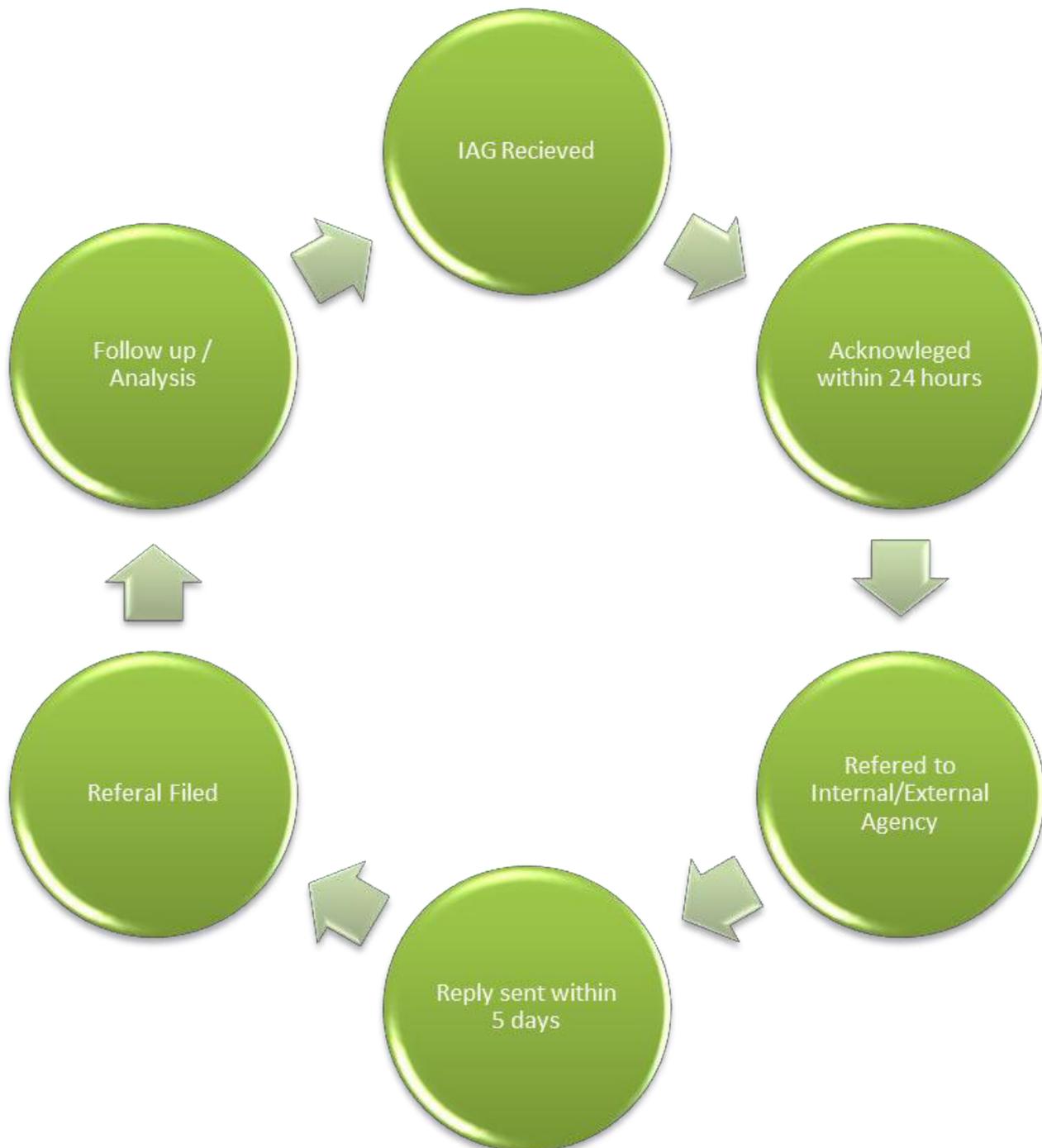
Steadfast Training Ltd will not:

- Provide information about the Company beyond course-related information
- Provide information about training or support services outside its geographical area
- Provide internet access for purposes unrelated to learning, assessment, or training support
- Undertake psychometric testing
- Provide IAG relating to personal relationships or personal difficulties beyond signposting to appropriate specialist services

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Appendix 1

**FLOWCHART IAG PROCESS**



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## Appendix 2

### STAFF GUIDANCE ON IAG DELIVERY

The purpose of this policy 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

1. Upon receipt of an IAG
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 Centre Manager will then securely file the IAG request.

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## 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 Title	Information, Advice and Guidance (IAG) discussion areas
CEO Director of Operations Commercial Director Head Of Apprenticeships Business Development	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.
Central Administration Co Ordinator Enrolment Advisors Centre Manager Curriculum Leads	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 courses and support services. Signpost to pre-approved sites and organisations using the web resource.
Internal Quality Assurer Assessor/Trainer/Tutor	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

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	resource.
Enrolment Advisors Key Account 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.  Signpost to pre-approved sites and organisations using the web resource.
Administrators  Finance & HR Controller  Central Administration Co Ordinator  Marketing Coordinator	Provide a description of our IAG service.  Signpost to pre-approved sites and organisations using the web resource.
Careers Advisor (any person holding NVQ/QCF Level 3 or above in IAG delivery)	Provide a description of our IAG service.  Provide information about other local training course and support services.  Provide help with writing of CV'  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.  Signpost and refer people to other training services and support services  Research and refer to any organisation, body or research tool considered appropriate to learners request  Provide Careers Guidance signposting
Designated Safeguarding Leads	Deal with all safeguarding concerns, signpost to appropriate external support as required.

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<p>Administrators</p> <p>Finance &amp; HR Controller</p> <p>Central Administration Co Ordinator</p> <p>Marketing Coordinator</p>	<p>Provide a description of our IAG service.</p> <p>Signpost to pre-approved sites and organisations using the web resource.</p>
<p>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'</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 via signposting</p>
<ul style="list-style-type: none"> <li>• Designated Safeguarding Leads</li> </ul>	<p>Deal with all safeguarding concerns, signpost to appropriate external support as required.</p>

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