Information, Advice and Guidance (IAG) Policy

Riverside Training recognises the essential part played by IAG in supporting our learners to make choices about their lifestyle, education and future careers, to raise their aspiration and achievements.

The purpose of the policy is to set out the IAG services Riverside Training commits to provide to potential and current learners and ensures that IAG services are accessible to all and are of high quality. IAG also plays an important role in developing and broadening the curriculum, increasing participation and improving the achievement and progress of all learners.

The policy is designed to ensure consistent, effective and fair treatment for all. The policy should be read in conjunction with other Riverside Training policies and procedures including the equality policy, confidentiality policy, data protection policy, and safeguarding policy. This policy links and supports the DFE and Ofsted requirements for IAG delivery within training.

This policy sets out a commitment by Riverside Training to implement IAG standards and to support an entitlement for all learners. To make it accessible, attractive, relevant and provide clear progression, coherent programmes and flexible, differentiated learning opportunities.

General Principles

IAG is available on a one to one basis at any time during the placement process and once placed. Additional opportunities will be offered at key stages of the programme and is available free of charge to any individual on request.

Where Riverside Training does not have the information being requested, it will seek the information on behalf of the individual or provide the individual with the name and contact details of the organisation who should have the information being requested.
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.

Staff

Staff are responsible for ensuring that any enquiry they receive for IAG is passed to the appropriate member of staff and that the individual requesting information receives a response within three days of their request.

Statement of Service

Riverside Training provides:

- Initial information, advice and guidance on learning options, qualification pathways, and support with learning
- On-going information, advice, guidance and support on learning and work issues through personal tutoring, assessment, support services, and resources and through access to specialist organisations such as Bee Inspired
- Information, advice and guidance on progression routes including Further/Higher
- Progression pathways are presented to learners as they near completion of their apprenticeship qualification.

The IAG services Riverside Training provides are free and can be provided through face to face, telephone or written format. Riverside Training promotes and supports equality of opportunity and wherever possible Riverside Training will seek to provide information in a format which suits the needs of the individual.

Learning and Training IAG

Riverside Training:

- Offers information and advice on choosing the most appropriate learning programmes to suit the needs of individual learners
- Provides information and advice on local and national learning and training opportunities
- Aims to meet the needs of employers by providing information and advice related to business training needs
- Supports learners during their learning and training with specialist advice in all aspects of learning
- Offers a variety of potential employment opportunities (subject to successful interview) and ensures that the learners' preferences and aims are taken into account when working through the matching process
- Maintains and publicises up to date information on all of its course programmes and support services
- Will provide a referral, where relevant, to other appropriate agencies and providers
- Will provide advice on learning routes available to any learner that withdraws from a programme (including any learner whose employment is terminated due to their performance and/or behaviour).

Careers and Employment IAG

Riverside Training:

- Supports learners during their learning and training with careers advice and guidance
- Helps learners to progress in learning and at work by developing their ability to learn, developing transferable skills and gaining new qualifications
- Encourages its staff to provide learning opportunities in a real working environment
- Helps learners to develop life long career management skills to assist learners in making choices now and in the future.

Referral

Staff offering IAG services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate and adhere to the principles and policies of opportunity and confidentiality.

Referral will occur when another provider offers information or services that better meet the client's needs. Where it is believed the client would benefit from referral to another organisation the client should be clearly informed of:

- The reason for the referral and the specific area of expertise of the agency to which they are being referred
- The contact details of the agency to which they are referred

Confidentiality

All information gathered in the course of discussion with an individual should be regarded as confidential. Any limitations with regard to confidentiality should be made absolutely clear to the client at the earliest possible stage.

The limitation operating in The Apprentice Academy is where a client discloses information that leads staff to believe that the client or others may be at risk of significant physical, sexual or emotional harm or neglect. In other cases where staff consider it useful to the learner to disclose information revealed in confidence by a client to a third party, staff will gain informed consent from the client to do so.

Service Standards

Riverside Training is committed to National IAG Principles and individuals and employers can expect Riverside Training to provide a service that is:

- Professional and knowledgeable
- Confidential
- Impartial
- Open and transparent
- Accessible and visible
- Committed to equality of opportunity
- Responsive to the present and future needs of the individual

Riverside Training will:

- Respond to all enquiries promptly, if possible within 3 working days
- Refer to other learning providers and specialist organisations if we are not able to meet your needs in full
- Maintain its website – www.riverside-training.co.uk
- Offer a range of open events at Riverside Training and at outreach locations, including schools, colleges and community events
- Seek innovative ways to provide IAG such as through the use of social networking sites and podcasts
- Maintain a telephone and email service to all enquiries
- Offer drop in and booked appointments with one of our staff members/advisers
- Accept appropriate referrals from one of our partner organisations

Improving Standards

Riverside Training welcomes feedback on the service we provide. Users can provide feedback anonymously should they wish. Riverside Training will use the information received in customer feedback to improve the services it provides. Contact details for Riverside Training are provided below.

If our IAG services do not meet learner expectations, we aim to try and resolve any concerns informally at first. If the matter cannot be resolved through these channels, please write to the Founder, explaining the difficulty and giving as much detail as possible.

For further information, please contact us:

Riverside Training
4-6 St Martin's Street
Hereford
HR2 7RE
01432 359244
Office Hours: Monday – Friday 08:30-17:00

At Application

- Independent information and advice provided to inform choice
- Equitable and objective selection criteria used based on the published entry requirements for the program
- Candidates referred to guidance or alternative provision where appropriate on assessment
- Review existing achievements of the individual
- Assess learning needs and set learning goals (including any need for additional learning support)
- Develop the learning plan for the individual
- Provide details of all learning and support resources available to the learner (including those related to well-being).

During The Program

- Monitor attendance and time management
- Monitor and help to manage performance at work
- Assist learners in identifying and resolving barriers to learning
- Make referrals to support services where appropriate
- Provide regular feedback on performance
- Help learners to clarify progression routes and career goals
- Maintain up to date records of progress and achievement

On Completion of the Program

- Seek to establish the reason for withdrawal of early leavers
- Provide each learner with a certificate of their achievements and reference if required
- Help learners access progression opportunities
- Seek to establish destination routes

Monitoring & Review

This policy is reviewed annually

Current Review Date	July 2026
Next Review Date	July 2027

IAG Policy