

Information, Advice and Guidance Policy

Skills4Stem is committed to delivering an Information, Advice and Guidance (IAG) service that provides a range of opportunities for candidates/apprentices, employers, and partners to make informed choices about their training and development needs.

The Skills4Stem IAG service is delivered:

- Pre-Learning choosing a programme with Skills4Stem, that is most suited to candidate/apprentice needs particularly in terms of location, content, level, delivery style, costs, qualification, entry requirements, support available, etc.
- At induction key information and advice related to the programme and the learning contract
- In-Learning via candidate/apprentice Progress Reviews, advice on candidate/apprentice support available, possible progression routes. For the employer, mid-course reviews.
- Post-Learning via final progress review, exit interview and candidate/apprentice questionnaire to identify further learning opportunities. For the employer, end-course reviews.
- At any time, referral to other agencies and training providers for advice on careers, work and learning that may be outside the scope of what Skills4Stem is able to provide.

To ensure that IAG services are accessible to all and are of high quality, we will:

- Work towards achieving and maintaining the Matrix IAG quality mark and ensure that IAG services meet the standards within this framework
- Ensure that marketing, promotional and information materials are comprehensive, accessible, and available in a range of formats
- Monitor the effectiveness and improve the quality of IAG via:
 - o Customer feedback
 - o Colleague feedback
 - o Employer feedback
 - o Partner College feedback
 - o Analysis of Initial candidate/apprentice Profiles, ILPs, career aspirations and candidate/apprentice Progress Reviews
 - o Analysis of outcomes for candidates/apprentices
 - o Annual review, renewal & update of information materials
- Provide opportunities for Skills4Stem colleagues obtain professional training and/or qualifications in IAG to ensure understanding of:
 - o IAG policy, strategy, aims, objectives, procedures, and performance indicators
 - o Equality and diversity
 - o Confidentiality issues
 - o Candidate/apprentice support, including financial support
 - o Referral systems (internal and external)
 - o Customer Care, Health & Safety and Safeguarding
 - o Technological support
 - o Information source
- Develop and review partnerships and networks to support provision of impartial IAG and referral to appropriate partners and other external agencies/services
- Embed IAG in quality assurance, team development and training and the performance review/appraisal processes

IAG Aim

All Skills4Stem colleagues involved in the delivery of the IAG service are expected to support current and potential candidate/apprentices, employers, and partners to make informed choices by giving IAG that is:



- **Impartial:**
We will not only look at learning programmes delivered by Skills4Stem and our partner colleges. We will help partners look at what other providers are offering. They will be told how to find out more – perhaps given a phone number or website address.
- **Confidential:**
Nothing from the discussion will be shared with anyone else without the partners knowledge or permission.
- **Fair:**
Partners will be treated fairly and equally, in line with the Skills4Stem Equality, Diversity and Inclusion Policy.
- **Transparent:**
Candidates/apprentices will be told what will happen. If, at any time, candidate/apprentices do not understand what is going on, they will be encouraged to ask their tutor to explain.

IAG Objectives

- To provide impartial information, advice, and guidance to candidates/apprentices at all stages of their learning journey, these include pre-learning, induction, in-learning and post-learning on exit
- To provide impartial information, advice and guidance to all candidate/apprentices that enables them to make informed choices about their options and next steps in relation to their chosen course programme/s and aspirations
- To provide support that enables candidates/apprentices to develop self and opportunity awareness
- To achieve nationally recognised apprenticeships and where applicable qualifications
- To make a positive progression into employment or further learning and/or training

In delivering these objectives Skills4Stem colleagues will:

- Establish effective communication with candidates/apprentices and potential candidates/apprentices.
- Identify information requested by candidates/apprentices and potential candidates/apprentices.
- Supply information materials to candidate/apprentices and potential candidate/apprentices.
- Assist current candidate/apprentice and potential candidates/apprentices to clarify their requirements.
- Identify a range of options for achieving candidate/apprentice requirements
- Enable current candidates/apprentices and potential candidates/apprentices to select a course of action
- Maintain and improve information materials.

Written By	Revision Date	Revision Number	Approved By	Review Date
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Darren Cass (Reviewed)	Nov 21	3	 A Lewis	Nov 22