

INFORMATION, ADVICE AND GUIDANCE POLICY

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

The Elpis Training IAG service is delivered:

- **Pre-Learning** choosing a programme with Elpis or any other provider, that is most suited to the learners 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 learner progress reviews, advice on learner support available, possible progression routes. For the employer, mid-course reviews.
- **Post-Learning** via final progress review, exit interview and learner 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 Elpis 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:
 - a. Customer feedback
 - b. Staff feedback
 - c. Employer feedback
 - d. Partner College feedback
 - e. Analysis of Initial Learner Profiles, ILPs, career aspirations and Learner Progress Reviews
 - f. Analysis of outcomes for learners
 - g. Annual review, renewal & update of information materials
- Provide opportunities for SR staff to obtain professional training and/or qualifications in IAG to ensure understanding of:
 - a. IAG policy, strategy, aims, objectives, procedures and performance indicators
 - b. Equality and diversity
 - c. Confidentiality issues
 - d. Learner support, including financial support
 - e. Referral systems (internal and external)
 - f. Customer Care, Health & Safety and Safeguarding
 - g. Technological support
 - h. Information sources

- 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, staff development and training and the performance review/appraisal processes

IAG AIM

All Elpis staff involved in the delivery of the IAG service are expected to support current and potential learners, employers and partners to make informed choices by giving IAG that is:

- **Impartial:**
We won't only look at learning programmes delivered by Elpis and our partners Colleges. We will help clients 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 client's knowledge or permission
- **Fair:**
Clients will be treated fairly and equally, in line with the Elpis Training Equality, Diversity and Inclusion Policy
- **Transparent:**
Learners will be told what will happen. If, at any time, learners do not understand what is going on, they will be encouraged to ask their tutor/assessor to explain.

IAG OBJECTIVES

1. To provide impartial information, advice and guidance to learners at all stages of their learning journey, these include; **pre-learning, induction, in-learning and post-learning on exit**
2. To provide impartial information, advice and guidance to all learners that **enables them to make informed choices** about their options and next steps in relation to their chosen course programme/s and aspirations
3. To provide support that **enables learners to develop self and opportunity awareness**
4. To **achieve** nationally recognised qualifications
5. To make a **positive progression** into employment or further learning and/or training

In delivering these objectives Elpis staff will:

- Establish effective communication with learners and potential learners.
- Identify information requested by learners and potential learners.
- Supply information materials to learners and potential learners.
- Assist learners and potential learners to clarify their requirements.
- Identify a range of options for achieving learner requirements
- Enable learners and potential learners to select a course of action
- Maintain and improve information materials.

OPERATIONAL PROCEDURES

The process flow diagram overleaf outlines the IAG process steps and opportunities to deliver information, advice and guidance.

ELPIS Information, Advice & Guidance Process

