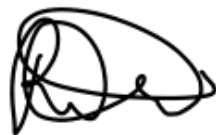




Multi Trades Training

Information, Advice and Guidance (IAG) Policy Statement

Review Date: July 2023

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| Approved by | RK Jones | Position | Director |
|  | | Date | 12 th May 2022 |

Information, Advice and Guidance (IAG) Policy Statement

Purpose

Multi Trades Training (MTT) are committed to ensuring that all enquirers, learners and prospective learners have access to high quality impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions in their educational choices, to achieve their full potential and succeed in life.

Scope

This policy applies to all enquiring, enrolled and past students at MTT. For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an over-reaching term to denote a range of guidance activities and processes.

The following definitions have been used:

Information:

Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, interview, written/printed matter, telephone help lines, ICT software, and websites.

Advice: Involves:

- helping a student understand and interpret information
- providing information and answers to questions and clarifying any misunderstandings
- understanding the individuals' circumstances, abilities and targets
- advising on options or how to follow a given course of action
- identifying needs – signposting and referring students who may need more in-depth guidance and support.

Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance: This aims to support students to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some students and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

As an approved ESFA provider of qualifications and apprenticeships, it is the policy of MTT to provide appropriate impartial Information Advice and Guidance service to potential candidates; and current learners at programme recruitment, whilst participating on programmes, and on exit from programmes.

Aims & Objectives

1. To provide information advice and guidance to potential candidates and existing learners which:
 - a) Results in maximum retention rates
 - b) Results in maximum programme success rates
2. All learners to:
 - a) Receive an initial assessment of functional skills
 - b) Agree an Individual Learning Plan
 - c) Have their progress reviewed at least every 6 weeks

Responsibilities

The MTT Enrolment team are responsible for providing initial information advice and guidance to prospective applicants on recruitment to Programmes.

Trainers, Assessors, and Skills for Life Tutors provide learners with on programme support to retain learners and enable them to successfully complete their qualifications / programme frameworks in face to face and online delivery sites.

Trainers, Assessors, and enrolment teams provide learners with guidance on exit from MTT apprenticeship programmes and NVQ's in relation to employment opportunities and career advancement in industry.

The MTT senior management team have responsibility for line managing the front line IAG services.

Quality Assurance & Evaluation

The provision of IAG services is quality assured via the collection and analysis of participant feedback, and analysis of key performance data in respect of learner retention, achievement and placement rates.

The MTT senior management team will be responsible for monitoring the front line delivery, including the observation of the IAG service, and identifying areas for continuous improvement.

The outcomes from feedback and are subject to discussion at routine Senior Management Meetings.

Delivery

It is MTT's policy for delivery in IAG services to include:

- Providing impartial, responsive, friendly and enabling information, advice and guidance services to our learners.
- Being accessible and visible to our learners.
- Ensuring that our staff are professional and knowledgeable to address our learners' needs.
- Making our learners aware of relevant IAG services.
- Supporting learners to explore the implications for both learning and work in their future career plans.

In line with these principles, our aim is to ensure that:

- All potential learners and enquirers have access to information, advice and guidance.
- Services meet the relevant quality standard for learning and work.
- All learners receive current, accurate and quality assured information which is inclusive.
- We collect, use and share feedback to continually improve our service.

In particular, MTT will:

- Provide information about our courses, their characteristics, content and cost
- Provide information regarding any available course funding and criteria.
- Provide information about other local training courses and support services.
- Signpost and refer people to other training services and support 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 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.

We are committed to providing a confidential service to our learners, clients and customers and respect that:

- Multi Trades Training will handle information in compliance with the Data Protection Act and any current or subsequent human rights legislation, which guarantees a right of privacy.
- Information will be shared within the organisation only.
- We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality. These may broadly be defined as situations where the safety, rights and liberties of other people or the person giving information may be seriously at risk.

Monitoring

This policy will be reviewed annually to ensure that it meets the needs of learners and employers and positively impacts the outcomes for learners and to ensure it continues to meet our needs and those of our Regulators i.e., Awarding Organisations (NOCN Cskills Awards) , ESFA (Education & Skills Funding Agency) and external stakeholders.

Contact Information

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Appendix 1. Process

Below is a list of processes a learner and employer must go through and the timings and interventions from Multi Trades Training.

| Procedure/ Document | Action | By whom | Deadline |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------|----------------|
| Learner/ employer request information | Send initial e-mail | Enrolment officer | 24 hours |
| Reply to initial e-mail with learner's details/ advertisement request | Reply to initial e-mail | Employer | 48 hours |
| Enrolment form and BKSBS (English Maths assessment) | Send out Enrolment form and BKSBS (English and maths assessment) | Enrolment officer | 24 Hours |
| Learner to complete the enrolment form and BKSBS (English and maths) | Complete Enrolment and BKSBS (English and Maths) | Learner | 5 working days |
| Incomplete Enrolment BKSBS | Send reminder e-mail to learner CC in the employer | Enrolment officer | 24 hours |
| Extension - Learner to complete the enrolment form and BKSBS (English and math's) | Extension - Complete Enrolment and BKSBS (English and Math's) | Learner | 2 Days |
| Incomplete Enrolment BKSBS | Phone employer back up with e-mail and CC the learner | Enrolment officer | 24 hours |
| Extension - Learner to complete the enrolment form and BKSBS (English and math's) | Extension - Complete Enrolment and BKSBS (English and Math's) | Learner | 2 Days |
| If the learner has not completed all elements by this stage they will be withdrawn from the process | | | |
| The learner will be contacted for an interview | Complete Learner interview | Enrolment officer, Director, Plant assessor | 3 days |
| Learner not contactable | Phone employer and back up with an e-mail CC the learner | Enrolment officer, Director, Plant assessor | 24 hours |
| If the learner has not completed the interview at this stage they will be withdrawn from the process | | | |
| Send enrolment form back to learner. Send contract services to Employer. | Send enrolment form back to learner. Send contract services to Employer | Enrolment officer | 24 hours |
| Learner to sign enrolment form | Learner to sign enrolment form | Learner | 24 hours |
| Extension - Learner does not sign enrolment form | Phone employer – back up with e-mail and CC learner | Enrolment officer | 24 hours |
| Extension - Learner does not sign enrolment form | Phone employer – back up with e-mail and CC learner | Enrolment officer | 24 hours |
| If the learner has not completed all elements by this stage they will be withdrawn from the process | | | |
| Employer signs enrolment form and services contract | Employer signs enrolment form and services contract | Employer | 48 Hours |
| Employer puts learner on the Digital App Service | Employer puts learner on the Digital App Service | Employer/ Enrolment officer | 3 Days |
| Employer sends contract & Employers Liability | Employer sends contract & Employers Liability | Employer | 3 Days |
| Extension – Employer has not sent contract & Employers Liability / DAS account | Phone employer to assist with any issues. Confirm via e-mail | Employer | 24 hours |
| Extension - Employer sends contract & Employers Liability | Employer sends contract & Employers Liability | Employer | 3 Days |
| If the employer has not completed all elements by this stage the learner will be withdrawn from the process | | | |