

Information, Advice and Guidance Policy and Procedure

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Scope

MERCURI INTERNATIONAL (UK) LTD are committed to providing Information Advice and Guidance (IAG) to learners.

All adult learners applying to MERCURI INTERNATIONAL (UK) LTD have an entitlement to impartial IAG at every stage of their learning journey. The IAG may be:

Recruitment

Choosing a programme, with any provider, that is most suited in terms of location, content, level, delivery style, costs, qualification, entry requirements, support available, etc.

Enrolment

Key information and advice related to programme, learning contract, options for course change if required, complaints procedure, etc.

On programme

Advice on learner support available, possible progression/employment routes, job search techniques etc.

Completion

Further learning or employment opportunities, etc.

IAG Offer

MERCURI INTERNATIONAL (UK) LTD is committed to providing high quality IAG to existing and potential customers. We will also recognise our own limitations and refer enquirers to other Training Providers, Colleges or support organisations when IAG cannot be provided by MERCURI INTERNATIONAL (UK) LTD.

To ensure that IAG services are accessible to all and of good quality, MERCURI INTERNATIONAL (UK) LTD will:

- As an accredited Matrix training provider MERCURI INTERNATIONAL (UK) LTD will continually drive improvements 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
- Provide staff opportunities to gain qualifications in IAG and training to ensure understanding of:
 - IAG policy, strategy, aims, objectives, procedures and performance indicator
 - Equality and diversity
 - Safeguarding & Prevent
 - Confidentiality issues
 - Learner support, including financial support

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- Referral systems (internal and external)
- Customer care
- Technological support
- Information sources

Monitor effectiveness and improve the quality of IAG via:

- Customer feedback
- Staff feedback
- Annual renewal/update of information materials
- Develop and review partnerships and networks to support provision of impartial IAG and referral to appropriate partners.

IAG Aims

MERCURI INTERNATIONAL (UK) LTD aims to support learners and employers to make informed choices by giving IAG that is:

Impartial:

We won't only look at courses offered by MERCURI INTERNATIONAL (UK) LTD. 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. If they have a disability, reasonable adjustment will be made. If their culture or religion mean that they need special arrangements, these will be made wherever possible.

Transparent:

Clients will be told what will happen. If, at any time, clients do not understand what is going on, they will be encouraged to ask the adviser to explain.

Accessible:

We will do all we can to help clients access our service and support them in using it. If clients have any concerns or worries about being able to use our service, they will be encouraged to let us know.

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IAG Delivery

This policy applies to all enquiring, enrolled and past apprentices of MERCURI INTERNATIONAL(UK) LTD.

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella 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, written/printed matter, telephone help lines, ICT software, and websites.

Advice – this involves:

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

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

Guidance –to support apprentices to have:

- 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 apprentices and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

Our ongoing Curriculum includes several elements that relate to IAG including, soft skills development relating to work-readiness, C.V. writing, preparation for interviews and safeguarding. There is also significant IAG taking place within the ILP process

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ensures each learner receives assistance upon completion or cessation of their program, to enable them to make career advancement.

Version Information

Policy Title	Information, Advice and Guidance Policy and Procedure	
Policy version number	MERUK-110	
Latest version date	02/07/21	
New review date	Jul 2022	
Owner	Quality Assurance	
Version History	Version date	Change summary
	18/12/18	Document creation
	28/02/20	Reviewed – no changes
	02/07/21	Updated definition of IAG