

Information, Advice and Guidance Policy and Procedure

Contents

Scope	2
Recruitment.....	2
Enrolment.....	2
On programme	2
Completion.....	2
IAG Offer	2
IAG Aims	3
Impartial	3
Confidential	3
Fair:.....	3
Transparent:	3
Accessible	3
IAG Objectives	3
Version Information	5

Information, Advice and Guidance Policy and Procedure

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. Ongoing support offered after completion if required.

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:

- Seek to gain 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
- 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
 - Referral systems (internal and external)
 - Customer care

Information, Advice and Guidance Policy and Procedure

- Technological support
- Information sources

Monitor effectiveness and improve the quality of IAG via:

- Learner 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 customers 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.

IAG Objectives

- Establish effective communication with customers
- Identify information requested by customers
- Supply information materials to customers
- Assist customers to clarify their requirements
- Identify a range of options for achieving customer requirements

Information, Advice and Guidance Policy and Procedure

- Enable customers to select a course of action
- Maintain and improve information materials

Information, Advice and Guidance Policy and Procedure

Version Information

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	18/12/18	Document creation
	28/02/20	Reviewed – no changes
	20/04/2022	Reviewed – no changes
	16/05/2023	Reviewed – additions made to IAG offered to completed learners