



1. Purpose

The purpose of this policy is to identify learner entitlement to impartial, high quality and objective information, advice and guidance about learning and work opportunities in complete confidence.

2. Values

IAG policy and practice will benefit all learners and potential learners by ensuring:

- Delivery of a service that is planned and managed coherently.
- Access to the service promotes equality of opportunity for individuals and groups.
- Learners and potential learners receive a high quality, impartial service, which is appropriate to their individual needs.
- Confidential referrals for specialist information, advice and guidance where appropriate
- Access to opportunities for progression.

3. Scope

Information, advice and guidance refer to a set of processes that enable learners to:

- Clarify their starting point in terms of learning and career
- Identify relevant future goals
- Plan to achieve those goals through access to objective, impartial and professional inputs.

These processes are lifelong and encompass individuals before and after they become learners with Business To Business. Effective networking and referral between colleagues, with other providers and with other agencies is therefore a vital component of quality information, advice and guidance.

4. Policy

The B2B IAG policy is to ensure that learners:

- Receive clear information before starting on their learning journey.
- Can access appropriate opportunities to discuss how a proposed learning and development meets their needs.
- Have access to information and advice about:
 - Financial help, if applicable.
 - Learning support
 - Other local opportunities that might meet their needs.
- Have access to information, advice and guidance about progression opportunities
- Are provided with information, advice and guidance that is clear, accurate, up-to date, objective and impartial.
- Can be referred speedily for specialist help, either within B2B or externally.

5. Aims

Therefore our practices will ensure that:

- Strategic aims and objectives are identified and targets established for the development and delivery of the IAG service
- Effective and systematic referral routes enable all learners and potential learners to access specialist Advice and Guidance services delivered through other providers.
- All staff are aware of IAG and how it can be accessed.
- Pre-course IAG is easily and quickly accessible to all learners.
- IAG is available throughout all stages of adults' learning journey.
- IAG is appropriate to the individual's or group's identified needs.
- The delivery of IAG is recorded and monitored.
- A comprehensive, up-to-date and wide range of resources is maintained.
- Access to professional development ensures that staff are suitably trained and competent to deliver the IAG service.
- Evaluation of the service is undertaken regularly in order to inform continuous improvement in provision.

6. Confidentiality

Issues around the provision of Information, Advice and Guidance for adults may involve confidential information. It is the responsibility of all staff involved to ensure the appropriate level of care

7. Implementation & Delivery

IAG will be delivered in a variety of ways:

- Information and signposting through the B2B website.
- Information and signposting by tutors to learners on their courses and programmes
- Visits by IAG staff to groups and individuals, particularly those from underrepresented groups
- Through other promotional events.
- Effective referral to third party providers, for further advice and guidance services.

8. Process

All learners will be made aware of the B2B IAG service during induction.

At the initial meeting learners will be made aware of the policies and procedures by the IAG practitioner and advised that all information provided is in complete confidence.

An agreement between the learner and the IAG practitioner, outlining commitments and expectations from both parties will be drawn up and signed.

The learner will be made aware of the services available both internally and externally.

The information provided will be current and relevant delivered impartially and objectively encouraging the learner to make informed decisions.

On most programmes IAG will be minimally delivered in two separate meetings, one on programme commencement and the other at the end. Other meetings can be arranged, if necessary.

9. Management and responsibilities

- The overall strategic management of IAG is the responsibility of B2B Directors.
- The delivery of Information is the responsibility of all B2B personnel.
- The delivery of and referral for Advice and Guidance is the responsibility of IAG specialist team members.

10. Monitoring

The following processes will help to inform B2B quality improvements:

- Practitioner observations.
- Practitioner feedback.
- Learner evaluation and feedback.
- Through the self-assessment process.
- Via Matrix accreditation and review process.

11. Links to other policies and documents

This policy is part of a suite of Learning Support Policies defining learner support entitlements. There are specific links with:

- Learner Feedback Policy, including Complaints and Appeals Procedures
- Confidentiality Policy.
- The Equality and Diversity Policy.