

# P74 Information, Advice & Guidance (IAG) Policy

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## 1 POLICY STATEMENT

It is the policy aim of TCHC GROUP Limited to ensure that all learners and prospective learners have access to high quality impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed in life.

The support and guidance we will offer our learners will assist in ensuring the achievement and retention of all learners irrespective of their individual needs. We will work proactively with Employers, Sub-Contractors, Parents/Carers and other External Agencies to guide the learners and promote an ethos of Lifelong Learning within our own organisation and other organisations that we work with.

TCHC is a Matrix accredited organisation that delivers our services in line with the nationally recognised matrix quality standard (<https://matrixstandard.com/>).



We work hard to develop the self-esteem and self-confidence of learners and we ensure that every individual is treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position.

In delivering the IAG service our objectives are:

- To provide impartial information, advice and guidance to clients at all stages of their learning journey to enable them to make informed choices about their options and next steps in relation to their chosen course programme/s and aspirations
- Be accessible and visible to our learners and clients
- To support learners and clients to explore opportunities for their learning and work
- Ensure that our staff are knowledgeable and professional to address learner and clients needs
- To make a positive progression into employment or further learning and/or training

TCHC 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 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.

## 2 DEFINITIONS

'Information advice and guidance' is impartial guidance activities and processes that can support choices made by learners, the key elements of which are defined as follows:

- Printed material such as leaflets;
- Audio-visual materials such as videos;
- Computer software on CD-Rom or via the internet; and
- Verbal information to the learner on a face basis or through local or national help line services  
Advice requires more interaction with the learner, usually on a one to one basis.

It may require explanation of some of the information provided, how to access and use information, and a recognition of when more in-depth services may be required by the learner.

Guidance is an activity carried out by an advisor which helps clients to explore a range of options, to relate information to their own needs and circumstances to make decisions about their career (i.e. their progression in learning and work).

## 3 CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

All staff must undertake regular monthly CPD to ensure they maintain and broaden their knowledge and skills throughout their careers.

## 4 NETWORKING

Delivery, safeguarding, human resource, quality and business development staff should have clear links with other agencies, as well as all Leaders and Managers at TCHC in order to support the IAG service that is provided.



## 5 TCHC DELIVER IAG AT:

- Referral stage: choosing a programme with TCHC or any other provider, that is most suited to the client's 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.
- Mid way through a programme
- 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 TCHC is able to provide

## 6 IAG CLIENT ENTITLEMENT

TCHC is committed to create an IAG experience for the client which is:

- Excellent and delivered in a suitable environment
  - Personalised to suit the client
  - Planned to guide clients on to the right vocational and occupational path.
  - Aspirational, designed to inspire and motivate
  - Developing self-confidence
  - Coaching them to be successful and progress on to their next steps
- TCHC provide IAG which is:

### 6.1 Accessible and Visible

Access to IAG should be free from direct or indirect discrimination. Services should be recognised and trusted by clients, have convenient range of entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit clients' needs.

### 6.2 Professional and Knowledgeable

TCHC's IAG frontline staff have the skills and knowledge to identify the client's needs quickly and effectively. They also have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision.

Their mission is to help plan careers, support individuals to review their skills and to develop new goals and to enable clients to make best use of high-quality career related tools.

### 6.3 Impartial

Clients have the right to information, advice and guidance that is impartial, unbiased and realistic. The range of IAG services offered reflect the diversity of clients' needs in terms of their present and future needs.

### 6.4 Enabling

TCHC IAG services encourages and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications of both learning and work in their future career plans.

TCHC provides a patient, welcoming and friendly IAG service which encourages clients to engage successfully with the service. Patient, Friendly and Welcoming IAG services encourage clients to engage



successfully with the service. Clients are made aware of this entitlement through the marketing materials, TCHC website and National Careers Service IAG guides.

## 7 HOW IAG IS MEASURED

Monitor the effectiveness and improve the quality of IAG via:

- Customer feedback
- Staff feedback
- Employer feedback
- Partner feedback
- Analysis of Initial Learner Profiles, ILPs, career aspirations and Learner Progress Reviews
- Analysis of outcomes for learners
- Annual review, renewal & update of information materials
- Provide opportunities for staff to further develop their professional training and/or qualifications in IAG to ensure understanding of:
  - IAG policy, strategy, aims, objectives, procedures and performance indicators
  - Equality and diversity
  - Confidentiality issues
  - Learner support, including financial support
  - Referral systems (internal and external)
  - Customer Care, Health & Safety and Safeguarding, Prevent and British Values
  - Technological support
  - Information sources

## 8 MANAGEMENT OF IAG

### Equality & Diversity

Please refer to our P17 Equal Opportunities and Diversity Policy and P17a Equality Action Plan.

### Evaluation

TCHC will:

- Endeavour to collect written feedback about the service
- Use the information received in feedback to improve the services available.

### Compliments, Concerns, Suggestions and Complaints

TCHC will:

- Treat complaints and compliments in a serious and respectful way.
- Comply with our Complaints Procedure.
- Use complaints and other feedback to inform the annual Self Assessment Report.



## Referrals

Staff offering Information, Advice or Guidance services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate, and adhere to the principles and policies of equality of opportunity and confidentiality.

Referral will occur when another provider offers information or services that better meet the learner's needs.

## 9 DOCUMENT SIGN OFF



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### Document History

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