

## **IAG POLICY**

### **PURPOSE**

T3 offers an IAG services to all customers which include learners, schools, career services, employers, colleges, and partners.

T3 follow the criteria of the quality kite mark of MATRIX Standards as a requirement of the provision to support all stakeholders.

T3 promotes the value of learning and will provide potential, current, and former students, with high quality Information, Advice and Guidance in order to support them to enter and progress in learning and work.

- Career Advice
- Apprenticeship Opportunities
- Recruitment & Job Vacancies
- Induction Information
- High quality teaching and learning
- Further and higher Education guidance
- Progression routes

T3 provides potential and current customers with high quality Information, Advice & Guidance in order to support them in making the correct choices and understand the opportunities available in all the sectors that T3 offer education and training.

T3 support all stakeholders with informed choices and progressions.

- Course Information and Advice
- Organisational Needs Analysis
- Agreements and Commitment requirements
- Apprentice Recruitment, Progression and Feedback
- Carrying out skills assessments on apprentices to support with development
- Guidance on supporting apprentices in their learner journey

### **INFORMATION, ADVICE AND GUIDANCE**

The Information, Advice and Guidance (IAG) services will enable apprentices and external customers to:

- Develop an awareness and understanding of the range of opportunities for learning, work and career development available to them
- Gather, understand and interpret information and how to apply it to their own situation.
- Consider and explore a range of options, according to their own needs and circumstances.



## **ROLES AND RESPONSIBILITIES**

All staff are responsible to contribute to careers, information, advice and guidance through their roles as recruitment officer, learner support officer, tutors, assessors, administrators and sales and marketing. The director has an overall responsibility for the provision of careers education, with the day to day running of provision managed by the Operations Director.

**Accessibility and Visibility** - we aim to provide recognised and trusted IAG services which are publicised, signposted and made available to all customers at times and venues which suit their needs.

**Professional and Knowledgeable** - our staff have the ability to quickly and effectively identify customers' needs and if necessary, signpost or refer them to suitable alternative services.

**Effective connections** – where customers are signposted to suitable alternative services we support them in that transition.

**Availability, Quality and Delivery** – our IAG services are targeted to the needs of our customers. IAG is recorded and audited to ensure quality.

**Diversity** – we recognise the individuality of our customers and provide a range of services to reflect this. Students are encouraged to follow career paths that suit their interests, skills and strengths with the absence of stereotypes. All students are provided with the same opportunities and diversity is celebrated.

**Impartial** – our IAG services support customers to make informed choices, on study programmes and progression routes, based on their needs, interests and circumstances and is free of bias.

**Responsive** – our IAG services reflect the present and future needs of our customers and the local Labour Market demands.

**Friendly and welcoming** – we provide services which encourage the customer to successfully engage with us.

**Enabling** – our IAG services engage and support customers in becoming lifelong learners, allowing them to explore and plan their careers through access to and use of information.

**Awareness** – we make customers aware of the relevant IAG services available to them and to have an informed expectation of those services.

### **Data Protection and Confidentiality**

Any records maintained as part of the IAG process are kept in accordance with Data Protection and Confidentiality Guidelines.

IAG services are regularly and systematically monitored, reviewed and evaluated and actions are taken to improve services in response to the findings.

**Alternate Marketing Materials**

We can provide alternate learner and employer information packs to meet the requirements of our customers. We have reviewed the types of disabilities and learner needs of our current audience and produced alternative accessible formats of our IAG documentation. These can be found in our marketing file and on the website. If further accessible communication formats are required we will follow the guidance at: <https://www.gov.uk/government/publications/inclusive-communication/accessible-communication-formats>