


| <b>UKTD IAG Policy</b>                                       |   |   |
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| <b>Issued By:</b><br>Theresa Wisniewski<br>Managing Director | <b>Issue No:</b> v2   | <b>Date of Issue:</b><br>Jan 2018       |
| <b>Approved by:</b><br>Senior Management Team                | Signature:<br> | <b>Date of next Review:</b><br>Jan 2019 |

## INTRODUCTION


UK Training & Development is committed to delivering quality Information, Advice and Guidance (IAG) as part of the holistic service that we provide. Our aim is to ensure that all learners, employers and employees have access to appropriate IAG, to support their educational, occupational and career choices and for any pastoral concerns they may have. To also recognise and provide external referral agency support as and when required.

## SCOPE

This policy applies to all employed staff, freelance contractors, volunteers and others who work for or on behalf of UKTD.

## ALL LEARNERS WILL:

- a. Have an individual interview and receive career information advice and guidance. Learners that are already employed at the commencement of the programme will be still be given impartial advice that is appropriate.
- b. Receive an initial assessment.
- c. Agree an Individual Learning Plan that accounts for learner's specific needs and other aims and ambitions.
- d. Have their progress reviewed every 12 weeks at minimum and be offered impartial IAG as required.
- e. Receive IAG information on progression and career development advice at the end of training.
- f. Receive ongoing IAG and support throughout their programme.
- g. Work with employers who are fully engaged in their training and where this is not the case UKTD will take measures to improve the provision.
- h. Receive bespoke IAG related to learners' chosen industry and others as required.
- i. Receive IAG on safeguarding, British Values and 'pastoral' issues as required, to assist learners in maintaining their well-being.
- j. Receive information on alternative and/or progression routes that are available to them.
- k. Be made aware of changes and/or developments in response to the collection of learner/employer feedback received, including any complaints.

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## RESULTS AND OUTCOMES FOR UKTD, EMPLOYERS AND LEARNERS


- a. Excellent teaching and learning at all placements.
- b. A challenging and exciting programme where all learners can excel.
- c. Closure of any gaps in cohorts of learners in terms of performance.
- d. Well informed learners in all aspects of their career and choices.
- e. Support for all learners that meets their needs.
- f. Individual starting point for all learners.
- g. ILR's that reflect learners' broader aims and ambitions.
- h. Clear focus and vision for the company and its management and staff.
- i. Effective use of one-to-ones and the appraisal system, to drill down into IAG and other key performance targets.
- j. Effective staff training and links to IIP continued status.
- k. Retention and achievement rates of over 85%.
- l. Timely achievement, 100% of those that complete.
- m. Progression (intermediate to advanced apprenticeships) for all who can achieve this.
- n. Applicant satisfactory survey results in excess of 90%.
- o. Learner satisfaction survey results in excess of 90%.
- p. Employer satisfaction survey results in excess of 90%.
- q. Expansion of the business and achievement of KPT.
- r. Targeted and effective sales and marketing and communications at all levels.

## UKTD's IAG OBJECTIVES

To ensure that we achieve our aim of providing appropriate and impartial information to our learners, partners, employers and staff, we are focused on the following objectives:

### Objective 1

UKTD uses IAG to support the organisation in promoting and achieving its business objectives and core values, both internally and externally. Additionally, IAG is used to provide a range of opportunities for learners, employers and partners to make informed choices about their training and development needs.

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To achieve this objective UKTD will ensure:

- a) IAG is a business objective and is integrated into our business plan.
- b) IAG is linked to achieving company objectives and core values.
- c) IAG is used as tool to communicate all UKTD targets and measures of success.
- d) IAG is a part of staff CPD, training, appraisal and one-to-ones.
- e) IAG is delivered as part of staff induction and ongoing CPD.
- f) IAG is used by all staff, from sales and marketing to training consultants and management, to communicate standards, quality, business objectives and targets.
- g) IAG is used to scrutinise company performance in a range of ways such as questioning and feedback.

## Objective 2

To provide impartial information, advice and guidance to learners at all stages of their learning journey, including; pre-learning, induction, in-learning, post-learning and exit.


To achieve this objective UKTD will ensure:

- **Pre-Programme:** Our sales and marketing team and training consultants support both learners and employers when recruiting and offer IAG via a range of support services. These services include: delivering the contractual requirements of the programme; the learner pathways and unique starting point; newly available extension activities; safeguarding and pastoral independent IAG that will ensure the wellbeing and care of our learners; guidance for employers on such matters and the availability of the employer and learner handbooks.

In addition, IAG is used to signpost learners who may not be kept on by their employer at the end of their programme, and support with finding alternative employment within the industry or other industries if appropriate. For those learners remaining in employment, its aim will be to stretch and challenge and to signpost additional learning opportunities following the completion of their programme.

Also pre-induction, Regional Managers will give clear advice and guidance regarding employer obligations and the service contract that is agreed between themselves and UKTD.

- **At Induction:** Specific advice and guidance is given plus key information and advice relating to the programme and learning contract. The learner's unique starting point is key to the programme planning and any prior learning will also be taken into account.

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Those more able learners will be challenged to do additional activities.

- **In-Learning:** UKTD IAG is part of the review process with learners and encourages employers and managers to be as engaged as possible in this process. All UKTD learners are employed and the majority of learning takes place at their placement; therefore, employer engagement is paramount and UKTD increasingly uses IAG to attain these key objectives.

Questionnaires, surveys and data collection are all used to obtain feedback about our provision, and this includes ESFA surveys. Additionally, UKTD staff are asked for feedback about the quality of learning at the employer placements, to enable us to improve the overall quality of our teaching and learning. UKTD is further developing this in 2018.

- **Post-Learning:** Exit interviews and course reviews identify further learning opportunities or individual support needs for learners with new employers if required. UKTD have a bank of over 400 employers who we have maintained relationships with over the years, and this enables us to relocate learners if required.
- **As required:** IAG is given depending on the needs of the individual learner during their time with UKTD. The close relationship between training consultant and learner is critical to the overall support provided as required.

### Objective 3


To provide impartial information, advice and guidance to all learners that enables them to make informed choices about their options and next steps in relation to their chosen course programme/s and aspirations.

To achieve this objective UKTD will support all learners to:

- Develop self and opportunity awareness.
- Achieve nationally recognised qualifications and be ambitious in their chosen career.
- Be employed during their qualification and beyond.

In delivering these objectives UKTD staff will:

- Establish effective communication with employers, learners and potential learners.
- Identify information requested by employers, learners and potential learners.
- Assist employers' existing and potential learners to clarify their requirements and learning and business needs.

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- Identify a range of options for achieving learner aims and ambitions
- Maintain and improve information and learning materials.
- Continue to seek additional support and learning for those that do not excel.

### **CONTINUOUS IMPROVEMENT OF IAG**

To ensure a robust IAG service is provided, UKTD will:

- Work towards achieving and maintaining 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.
- Monitor the effectiveness and improve the quality of IAG via:
  - Customer feedback to improve the design and quality of our programmes.
  - Staff feedback from training, to continue to meet their needs and challenge staff through CPD to develop IAG as a key objective.
  - Employer feedback to develop and enhance the programmes we deliver.
  - Analysis of Initial Learner Profiles, ILPs, career aspirations and Learner Progress Reviews.
  - Analysis of outcomes for learners to close gaps in performance and assist the less able.
  - Annual review or as required, renewal and update of information materials via the Curriculum and Quality team.
  - Encouraging staff to obtain the IAG qualification.
  - Ensuring IAG is a key service in the ongoing achievement of business objectives.
  - Ensuring staff job descriptions, appraisals and one-to-ones include IAG as a key performance objective.
  - Using IAG to promote, Equality and Diversity, Safeguarding, British Values, attendance and the ongoing well being of our learners.
  - Using IAG in relationships with employers and delivery partners to communicate standards and requirements.