



Information, Advice and Guidance Policy

Introduction

Information, Advice and Guidance (IAG) is essential to allow learners to make suitable educational and employment decisions and to minimise the potential costs associated with uninformed and unsuccessful choices.

The term **‘staff’** refers to all full time and part time employees, and associates.

The term **‘learner’** refers to any person undertaking a learning programme, qualification or apprenticeship with RHG

Scope and Purpose

The purpose of the policy is to set out the IAG services RHG Consult Ltd (RHG) commits to provide to potential and current learners, parents of learners under the age of 18, staff and employers.

The policy is designed to ensure consistent, effective and fair treatment for all. This policy has been impact assessed to ensure that it does not adversely affect learners, parents of learners under the age of 18, staff and employers on the grounds of sex, transgender, marital or civil partnership status, racial group, nationality, sexual orientation, religion or belief, disability or age.

The IAG policy should be read in conjunction with RHG’s:

- Equality, Diversity and Inclusion policy
- GDPR Policy
- Safeguarding and Safer Recruitment Policy

The Managing Director, Lee Patterson has lead responsibility for IAG. RHG’s apprenticeship onboarding and learner enrolment team implement our IAG procedures day to day.

Definitions and General Principles

Information:

Is data on opportunities conveyed through different media, both mediated and unmediated, including face-to-face contact (individual, groups, class etc), written, printed matter, telephone support, ICT software, websites and social media etc.

Advice:

Involves helping a person to understand and interpret information; to provide answers to questions and clarify misunderstandings; to understand their circumstances, their abilities and targets; to advise them on their options or how to go about a given course of action; to identify needs and to signpost

and refer anyone who may need more in-depth guidance and support. Advisory work is usually provided on a one-to-one basis but may also be provided in small or class groups.

Guidance:

Aims to support individuals to better understand themselves and their needs; to confront barriers to understanding, learning and progression; to resolve issues and conflicts and to support them to develop new perspectives and solutions to problems and be able to better manage their lives and achieve their potential. Guidance may also involve advocacy on behalf of some individuals and referral for specialist guidance and support. This involves more in-depth one-to-one work conducted by staff trained and competent in guidance work. Guidance usually involves the exploration of individual circumstances – their ideas, values, needs and beliefs in relation to opportunities or issues that are confronting or confusing them.

Learning and Training information

Will be provided by the learning coach, Learner Progress & Development Officer or the Quality Assurance team. Where RHG does not have the information being requested, it will seek the information on behalf of the individual or provide the individual with the name and contact details of the organisation who should have the information being requested.

Advice provided is impartial and confidential to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development.

Further IAG is provided on RHG's website and during learners' induction.

Responsibilities of RHG Staff

Staff are responsible for ensuring that any enquiry they receive for IAG is passed to the appropriate member of staff and that the individual requesting information receives a response within three days of their request.

Statement of Service

RHG provides:

- Initial IAG on learning options, qualification pathways, progression routes and additional support such as funding, childcare, travel, access and learning support
- On-going IAG and support on learning and work issues through personal coaching, assessment, and pastoral support, careers events and resources and through access to specialist organisations such as National Careers Service (NCS)

- On-going IAG on progression routes including Further/Higher Education, careers and work-based learning

The IAG services RHG provides are free and are provided individually or by group events such as webinars or tutorials. RHG promotes and implements Equality, Diversity and Inclusion and wherever possible RHG will seek to provide information in a format, which suits the needs of the individual.

Learning and Training IAG

RHG will:

- Offer Information, Advice and Guidance on choosing the most appropriate learning programmes to challenge and empower individual learners
- Provide Information, Advice and Guidance on local and national learning and training opportunities
- Aim to meet the requirements of employers and other partners by providing Information, Advice and Guidance related to business and partner training needs
- Support learners during their development and training with specialist advice in all aspects of learning
- Maintain and publicises up to date information on all of its course programmes and support services
- Provide a referral service to other appropriate agencies and providers
- Ensure Information, Advice and Guidance is provided on alternative learning routes available to any learner withdrawing from a course.

Learning coaches and administration staff will provide the following information to learners:

On Application:

- Information, Advice and Guidance to inform choice of programmes, level, duration, assessment methods and progression routes
- Signposting to alternative providers and/or other courses or programmes

During induction:

- Review and evaluate existing achievements of the individual through a skill scan
- Assess learning needs and set personal learning goals (including any need for additional learning support)

- Complete a Personal Learning Record
- Provide details of all relevant learning and support resources available to the learner (including those related to well-being)

During the Course:

- Monitor attendance and time management
- Encourage active participation from all learners
- Provide work related examples where appropriate
- Assist learners in confronting and resolving barriers to learning
- Make referrals to support services where appropriate
- Provide regular feedback on performance
- Support learners by clarifying progression routes
- Determine actions to ensure career and personal goals are achieved
- Continually assess learning needs
- Identify and update learning goals and agreed actions to achieve goals
- Maintain the Personal Learning Records

On Completion of the Course:

- Seek to establish the reason for withdrawal of any early leaver
- Provide exit reviews for those learners on long courses and apprenticeships
- Provide each learner with a Certificate of Achievements if appropriate or a Part Completion record for early leavers if requested
- Help learners access future progression opportunities
- Seek to establish destination routes of learners

Careers and Employment IAG

RHG will:

- Support learners during their development and training with careers advice and guidance
- Improve the progress and achievement of learners at work by developing their ability to learn, develop transferable skills and achieve their full potential
- Offer CV writing and interview skills training to learners

- Encourage our learning coaches to provide learning opportunities in a real or simulated working environment
- Help learners to develop lifelong career management and self-development skills to assist learners in making choices now and in the future
- Maintain up to date, relevant and coherent careers resources on the range of options available
- Signposts learners to other relevant support agencies

Health and Finance IAG

In addition to the learning and careers IAG listed above, RHG will make available information relating to:

- Fees and other financial charges associated with a course of study or training
- Financial assistance available to support those in education and training
- Course entry criteria, qualifications, accreditation, workloads and modes of study
- Any equipment, clothing and materials, which the learner must provide.

Learners will also have access to IAG on personal wellbeing including being healthy and staying safe, enjoying and achieving by setting priorities for learning and work and developing a work life balance and making a positive contribution such as actively encouraging learners to become involved in their local community.

Referral

RHG staff offering IAG services will ensure that the procedures they adopt when referring an individual to another organisation or agency are in the best interest of the learner, appropriate and adhere to the principles and policies of opportunity and confidentiality. Referral will occur when another provider offers support or services that better meet the learner's needs. Where it is believed the learner would benefit from referral to another organisation the learner should be clearly informed of:

- The reason for the referral and the specific area of expertise of the agency to which they are being referred
- The contact details of the agency to which they are referred

Confidentiality

All information gathered in the course of discussion with a learner will be regarded as confidential. Any limitations with regard to confidentiality will be made absolutely clear to the learner at the earliest possible stage.

The limitations are where a learner discloses information that leads staff to believe that the learner or others may be at risk of significant physical, sexual or emotional harm or neglect.

All personal details recorded relating to learners and employees will be maintained in accordance with GDPR.

Service Standards

RHG is committed to National IAG Principles and learners and partners can expect RHG to provide a service that is:

- Professional and knowledgeable
- Confidential
- Impartial
- Open and transparent
- Accessible and visible
- Committed to equality of opportunity
- Responsive to the present and future needs of the individual

RHG will:

- Respond to all enquiries promptly, if possible within 2 working days
- Refer learners and employers to other learning providers and specialist organisations if we are not able to meet their needs in full
- Maintain its website – www.rhgconsult.co.uk
- Provide course information on our website and downloadable brochures and leaflets where appropriate
- Attend open events such as learning open days at colleges, universities, military bases and regional events

- Seek innovative ways to provide Information, Advice and Guidance such as through the use of social networking sites and podcasts
- Maintain a telephone and email service to all enquiries – see contact details below
- Offer appointments with one of our staff /advisers
- Accept appropriate referrals from one of our partner organisations

Improving Standards

RHG welcomes feedback on the service we provide. Users can provide feedback anonymously should they wish. RHG will use the information received in learner feedback to enhance the services it provides and identify areas for continuous improvement. Contact details are provided below.

If our IAG services do not meet learners' expectations, we aim to try and resolve any concerns informally at first. If the matter cannot be resolved through these channels please write to the Managing Director, Lee Patterson explaining the difficulty and giving as much detail as possible. You will receive an initial response, in writing, within 5 working days.

Full details of the Complaints and Appeals procedure is available during induction and on our website.

Further Information

For further information, please contact us:

RHG consult Ltd
Harborough Innovation Centre
Wellington Way
Market Harborough
LE16 7WB

Tel: 0345 6039311 (lo-call number)

Email: admin@rhgconsult.co.uk

Signed:



Name: Lee Patterson

Position: Managing Director

Date: 29/10/2024

Date of review: 28/10/2025

