

## **Information, Advice and Guidance (IAG) Policy**

**(Review date 01.11.25)**

### **1. Policy**

All Learners at Court Craft Education (CCE) Limited have an entitlement to impartial Information, advice and guidance (IAG) at every stage of their learning journey.

CCE aims to provide high quality, impartial and confidential information, advice and guidance (IAG) services which to enable our Learners to take responsibility for their life choices and progress in learning and work.

CCE is committed to ensuring that everyone who accesses our services are supported in making informed choices about their future and their personal and career development.

Where CCE does not have the information, the IAG Support Officer will seek the information on behalf of the individual or provide the individual with the name and contact details of the organisation, which will have the information being requested. As part of this, we promote our belief that every individual should be 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 within the organisation.

### **2. Who This Policy Applies To,**

This Policy applies to –

- Actual and prospective Learners.
- Tutors and Staff

### **3. The Role of Directors /Tutors / Assessors**

IAG is embedded in our Learning journey Information, Advice and Guidance will be provided at the start, during and end of the Learning programme by CCE Directors.

All our Tutors / Assessors have relevant industry experience and they are trained how to deliver effective information, advice and guidance to provide to learners during programme

#### **4. Purpose**

An important part of this role is recognising when additional support is required, and understanding which organisations or agencies are best placed to support an individual. Information, advice and guidance is given towards the end of the Learners programme and will focus on next steps, which may include higher level qualifications and/or further career advancement. T

The CCE approach to information, advice and guidance is that it is delivered in the context of personal circumstances taking consideration of immediate and long-term goals. Information, advice and guidance will be delivered with impartiality and in line with confidentiality and data protection requirements. 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.

This Policy should be read in conjunction with other policies and procedures. For further guidance see, - Equality and Diversity Policy, Data Protection Policy, Safeguarding Policy, CPD Policy and Prevent Policy.

#### **5. Our IAG Commitment and Success Measures All Learners will,**

- Have access to good quality information and advice to support their learning, career and wider aspirations.
- Have access to Tutors / Assessors who are suitably trained (through CPD, etc.) to deliver high-quality services and support diverse needs.
- Have IAG focused on meeting individual needs and supporting equality and diversity. • Understand their next steps towards completing their learning programmes, developing skills and how these support future career opportunities.
- Have access to a curriculum-based learning offer which is linked to industry-relevant information, advice and guidance.

#### **6. What We Promise CCE will ensure that,**

- The chosen course is appropriate to the Learners personal development and career aspirations.

- That we have the skills and knowledge either to address the Learners' needs or to signpost or to refer them to suitable alternative provision.
- 100% of concerns raised in relation to Safeguarding and Prevent result in immediate action.
- Information, advice and guidance support Learners how to keep themselves safe and healthy and where to go for support if they have a problem.

## **7. Monitoring and Review**

CCE will measure the impact of IAG on the number of progressions at work and into further education and training. We will use feedback to inform our services, ensuring our provision is relevant and supports individual progression.