

IAG STATEMENT OF SERVICE OFFER AND STRATEGIC AIMS OF TALENTED TRAINING LIMITED

IAG STATEMENT

During your course if over eight weeks we would undertake three IAG sessions, short courses we look at two however IAG is all about supporting you the learner and indeed you may ask for additional IAG.

The information in this is covered by the new GDPR requirements. Now we have to do the IAG for several organisations:

The funders

The Matrix Accreditation

The Awarding Bodies

Ofsted

So we look to make this as easy as possible some of the questions are very simple Yes or No. We will go then into more detail on some items.

Talented Training Limited Overview: During all items of interaction with potential candidates, we work in line and within the remit of the provision of Advice Information and Guidance. We shall do so by undertaking the following:

- Provide accurate and impartial information;
- Give advice and guidance to existing and potential students about the courses, qualifications and support services offered in a confidential manner.

SERVICE OFFER (*what you can expect from us*)

- Give accurate and impartial Information, Advice and Guidance on the full range of internal services we offer. If we are unable to give you the information, advice and guidance you need, we will refer you to an alternative source of information.
- Offer a service that conforms to national standards. We aim to meet the Principles for Coherent Service Delivery laid down by Matrix.

STRATEGIC AIMS OF TALENTED TRAINING LTD

We will look at your needs to give you information advice and guidance on items that will help to support you.

PRE IAG

This is known a PRE IAG this looks at basic information and seeing if you're on the right course.

The IAG should have Sections the first section is page 2, 3 and 4

This takes basic items of information at a Job Centre, drop in or Course Preparation day.

It could take place at the very start of the Induction process.

START IAG

Page 5 is the Start of the programme usually after all items like Prevent Health and Safety and course information has been given.

MID Term IAG

Page 6 is Mid-term this is usually if you are on a course of 12 weeks or more or you have asked for an additional IAG session.

Moving on or Exit IAG

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Page 7 This is called Exit or Moving On and looks at progression and also feedback to help us to gain any information to improve the service to you the client or others in the future.

PRE IAG

Engagement, Education, Employment and Empowerment

Learner Name:

NI Number:

D.O.B:

Male/Female (please circle)

Home Post code:

PRE-COURSE INFORMATION & GUIDANCE

Please tick 'Yes' or 'No' if you are happy that we have Informed you and/or offered you Advice & Guidance on the following:-	YES	NO
1. Help in choosing the right type of course of study, job and/or qualification best suited to your needs and what would be involved? We also advised you if we cannot provide this, we will signpost you to an appropriate organisations able to assist provider		
2. We will give guidance on what the National Careers Service have to offer and how to access their services.		
3. We will disseminate information regarding job vacancies, produce clear and accurate job descriptions and person specifications. Produce application packs and provide advice and guidance to potential applicants in a clear and transparent way and job expectations eg the apprenticeship scheme.		
4. We will provide pre and post information, advice & guidance on the interview process and successful and unsuccessful applicants.		
5. We will provide information, advice & guidance to new recruits on joining procedures, required documents ie DBS checks (if applicable), the induction process, Employer Rights & Responsibilities (ERR) etc.		
6. We can provide you with job interview techniques, creating/updating your CV & Personal Statement. We will support you on any items around confidence building.		
7. We will provide information, advice & guidance to new recruits about terms & conditions of employment within our company or placement or job opportunity.		
8. We will provide information, advice & guidance to line managers about new staff appointments, induction and probationary procedures etc.		
9. We will provide information, advice & guidance to new recruits about key HR policies, contracts and contacts.		
	YES	NO
10. We will explain about learning needs, styles, and assessments. We will explain what they mean, and give guidance and advice on these areas.		

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<p>11. We will go forward with a plan of items to work on known as The 'SMART' Plan (Specific, Measurable, Attainable, Realistic, Timely).</p>		
<p>Your Wellbeing:</p>		
<p>12. Do you have any Health and Safety issues/needs? If yes, please state below:-</p>		
<p>13. Do you understand Equality and Diversity?</p>		
<p>14. Do you consider yourself to have a disability? Y / N (Please circle) If you have answered yes to question 14, please state what disability you have?</p>		
<p>15. How might this affect your learning?</p>		
<p>16. Wellbeing relates to 5 areas: Career, Finance, Physical, Community and social wellbeing, do you have any issues around any of these that you wish to receive advice & guidance for? If yes, please use the space below:</p>		
<p>17. Your Employment/Education Status – please tick which is applicable to you prior to starting your course:</p> <p>Employment: Full Time () Part Time () Unemployed () Self Employed ()</p> <p>Education: Full Time () Part Time ()</p> <p>Training: Full Time () Part Time ()</p> <p>If Unemployed are you in receipt of JSA () ESA/WRAG () Other ()</p>		
<p>We would like you to tick any items on the list below that you feel you would like to achieve with us at Talented Training Ltd:</p>		
<p>Employment information</p>		

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Traineeship	
CV update	
Interview Techniques	
Work Experience	
Advice on Training	
An Apprenticeship	
Items around 24 plus Loans	
Help with Confidence Motivation or skills	
Other – Please let us know	
<p>Please Note: We are obliged to inform you that whilst undertaking your course you will fall under the 'PREVENT' policy this means protecting you from people who may wish to place their ideas and thoughts onto you.</p>	
<p>List in the space below, your previous qualifications, your highest qualification level and any school, college experiences</p>	

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The following sections should be completed by a Talented Training tutor in discussion with the learner:

Tutor to complete Tutor to complete

English initial assessment result:

Maths initial assessment result:

Has the learner completed a free writing activity? **Y / N**

Comments:

e.g. comment on sentence structure, spelling and grammar

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.....

Has the learner completed the practical activity? **Y / N**

Comments:

e.g. comment on time taken to complete, dexterity, and other issues. Feedback should also be incorporated from the tutor who facilitated the practical session

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.....

Do you have any formal qualifications in English or Maths? **Y / N**

If yes, please give details

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Please confirm by signing below that you are happy with the IAG you received today and that you understand IAG is available to you throughout the course.

Learner Signature: _____ **Date:**

Advisor Signature: _____ **Date:**

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START IAG

SECTION 1 – *Getting Started (Please use the space below)*

(To be completed at start of programme)

CANDIDATE INFORMATION, ADVICE AND GUIDANCE

What are your expectations of the programme?
Are you new to learning?
What do you think might be the issues with returning to learning?
What are the benefits for learning?
Raising expectations and promoting ambition is an item we want to help you with what can we do to explain or help you with this?
Wellbeing relates to 5 areas: Career, Finance, Physical, Community and social wellbeing, issues, if any, would you like to receive advice & guidance for?

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Which soft skills support might you require e.g. Motivation. Confidence

What quality of information do you have available to you?

Do you have all you require?

Do you need additional help with IT?

Any other issues you would like to discuss?

Did you need any items explained in more detail for your induction?

Learner Signature:

Date:

Advisor/Assessor Name:

Date:

SECTION 2 – Mid Way (Please use the space below)

(To be completing during the programme)

Are you enjoying the course?

Is the programme what you expected?

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If you're not enjoying the course, can you explain why not?

Do you need support with any of your learning?

Have you started to consider your next steps – career, training, progression?

Do you think that the course is too easy for you do you think you perhaps could do more?

Has the course given you thoughts about different ways to do things?

Do you feel more confident now than when you first started the courses?

Wellbeing relates to 5 areas: Career, Finance, Physical, Community and social wellbeing, do you have any issues around any of these that you wish to receive advice & guidance for?

If yes, please use the space below to explain briefly as we may need to get a specialist to help you:

Quality of information available to you?

Do you have all you require?

Candidate Signature:

Date:

Advisor/Assessor Signature:

Date:

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EXIT IAG

SECTION 3 – *Exit Stage - Moving on (Please use the space below, to be completed at end of programme)*

Can you tell me about items noted; 1 Have you been offered a full time job over 16 hours a week 2 Are you going on to do a Higher level qualification 3 If Employed do you believe you will gain promotion 4 Other EG moving abroad Temp work Please tick any of the above
What have you discussed with your employer /provider about your next steps?
Are you thinking of enrolling onto another course? If so, which course?
What information can we assist you with?
How has Equality & Diversity been promoted through your course?

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We would like you to tick as many of the items listed below that you feel you have achieved at Talented Training Ltd

- (1) A Qualification () (2) Employment information () (3) CV update ()
 (4) Traineeship () (5) Gain confidence () (6) Interview Techniques ()
 (7) Advice on Training () (8) Work Experience () (9) Other – Please State: ()

SECTION 4 – Your Overall Evaluation of the Course – (Please circle 1,2,3 or 4)

Qualification Achieved:		
Start and Actual End Date:	Start Date:	End Date:
What have you benefited from attending your course?		
What did you learn on the course?		
What would you like to see included on your course?		
How have you been given equality of opportunity & equal treatment throughout your course?		

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What further information, advice or guidance would you like from Talented Training?

What information on further training or qualification(s) would you like to receive?

What skills have you improved over the duration of the course?

Candidate Signature:

Date:

Advisor/Assessor Signature:

Date: