

Information, Advice and Guidance (IAG) Policy

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Information, Advice & Guidance (IAG) Policy

1.0 Purpose

Talented Training Ltd is committed to providing high quality Information, Advice and Guidance (IAG) to all learners, and stakeholders. This policy outlines the standards and procedures we follow to ensure that our IAG services are accessible, impartial and supportive of the individual needs, goals and aspirations. Talented Training Ltd is accredited by the Matrix Standard, a nationally recognised quality mark for organisations providing IAG services, and this policy aligns with the principles of the Matrix Standard.

1.1 Scope

This policy applies to all Talented Training Ltd learners, employees and stakeholders who access our IAG services. It covers the provision of guidance relating to:

- All Talented Training programmes
- Career development and progression opportunities
- Personal development
- Wellbeing and support services
- Safeguarding and health and safety information
- Signposting to external agencies for specialised support

2.0 Principles of IAG Delivery

At Talented Training Ltd we are committed to delivering IAG services that adhere to the following principles:

2.1 Accessible and Inclusive

We ensure that IAG is provided to all learners and apprentices, regardless of their background, abilities, or circumstances.

Our services are delivered in a manner that accommodates a variety of learning styles, needs, and preferences, including face-to-face, telephone, and digital platforms.

2.2 Impartial and Unbiased

Talented Training Ltd provides impartial advice that is in the best interest of each learner or apprentice.

Our guidance helps individuals make informed decisions about their education, training, and career options, free from bias or undue influence.

2.3 Confidential and Respectful

We treat all information shared by learners and apprentices with confidentiality and respect. Talented Training complies with all data protection and confidentiality laws, including GDPR.

Personal information shared with our team is used solely for the purpose of providing support and guidance.

2.4 Tailored and Supportive

IAG is tailored to the specific needs, aspirations, and goals of each learner.

Our team considers individual circumstances and offers personalised advice to support learners in achieving their goals.

2.5 Continuous Improvement

Talented Training Ltd regularly reviews and evaluates its IAG services in line with the Matrix Standard to ensure continuous improvement.

We encourage feedback from learners and stakeholders to improve the quality of our IAG provision.

3.0 Roles and Responsibilities

3.1 All Staff

We have Employment Advisors and our Projects Administrator who are fully trained and/or qualified to provide high-quality information, advice, and guidance.

All staff are responsible for staying up to date with industry developments, apprenticeship opportunities, and career pathways to provide accurate and relevant guidance.

They work in accordance with the Matrix Standard to ensure that the guidance provided is of the highest quality and meets national standards.

3.2 Managers/Leads

Managers play a key role in ensuring that IAG services are integrated into the learner experience.

They support the team in identifying learners who may require additional advice and guidance and ensuring that appropriate referrals are made.

3.3 Learners

Learners are encouraged to actively engage with staff regarding IAG and seek advice when needed.

They are responsible for providing accurate information about their needs, goals, and any challenges they may be facing.

4.0 Matrix Standard Accreditation

Talented Training Ltd is proud to be accredited by the Matrix Standard, which is the quality framework used to measure the effectiveness of IAG services. This accreditation ensures

that:

- We provide high-quality, well-structured IAG services.
- We meet nationally recognised standards for delivering advice and guidance to learners.
- We are committed to continuously improving our IAG provision in response to the evolving needs of our learners and the industries we serve.

As part of our commitment to maintaining Matrix Standard accreditation, we undergo regular external assessments to verify that our IAG services meet the required standards.

5.0 IAG Services Provided

Talented Training Ltd offers a comprehensive range of IAG services including:

5.1 Pre-Enrolment Support

We provide information and advice to potential learners about the full range of Talented Training programmes, and support available to learners during their journey at Talented Training. In doing this, we work with key referral agencies and other relevant organisations to ensure we reach potential learners in the right way.

5.2 On-Programme Guidance

We provide learners with information about the requirements of the programme, ground, rules, policies and procedures, their individual learning plan and support arrangements. We provide support for learning as well as pastoral support. We provide additional confidential support for those learners who need it. We help learners overcome barriers to achievement by helping them access external support agencies when necessary. We provide ongoing advice and support during training, including career development, progression opportunities, and personal well-being.

5.3 Post-Completion Support

We provide support to learners to complete their programme objectives and confidential, impartial information, advice and guidance for them and to progress within their careers, on to employment, further education or training through one-to-one/group support sessions as well as regular contact to support within employment until secure within a role.

5.4 Referral to External Services

Signposting to specialised support services (e.g., financial advice, mental health support, safeguarding) and/or career opportunities when required.

6.0 Referral Process

If a learner requires support that is beyond the scope of Talented Training's IAG services, we will refer them to appropriate external agencies. This may include:

- Specialist careers advice
- Financial guidance services

- Mental health and well-being support
- Safeguarding and protection services

We will ensure that referrals are made in a timely and supportive manner, with the learner's consent and in accordance with GDPR.

7.0 Evaluation and Feedback

Talented Training Ltd values feedback from learners, and stakeholders as part of our continuous improvement process. We use the following methods to gather feedback on our IAG services:

- Learners are regularly asked to provide feedback on the quality and effectiveness of IAG services.
- Observations of Teaching and Learning and of the whole Learner Journey, including induction and follow-up.
- Reviews and Assessments: We conduct regular internal reviews of our IAG processes and participate in external assessments as part of the Matrix Standard accreditation.
- Learner Feedback Survey: We encourage learners to discuss their experiences and suggestions with the team.

Feedback is reviewed and used to enhance the quality and effectiveness of our IAG services.

8.0 Equality and Diversity

Talented Training Ltd is committed to promoting equality and diversity in the provision of IAG services. We ensure that:

- All learners and apprentices receive equal access to IAG services, regardless of age, gender, race, disability, sexual orientation, religion, or socioeconomic background.
- Our advice and guidance respect individual differences and promote an inclusive environment.

9.0 Document Control

Below is the change history and document 'sign off' information.

9.1 Version Control

Record of Amendments		
Version Number	Date of Issue	Detail of Change
V1.0	Mar 2024	Policy Re-write and issue.
V2.0	Apr 2025	Policy updated to follow Matrix Standard.

9.2 Next Review Date

The next scheduled review of this document will be March 2026 or earlier if there is a need for an additional review.

9.3 Document Authorisation

Document Authorisation		
Name and Position	Signature	Date
Laura Jambawai Quality and Adult Skills Lead	LJambawai	2 April 2025