



Information, Advice and Guidance (IAG) Policy

Information, Advice & Guidance Policy	Version: 2023.1.0	Page 1 of 4
Created: 19.05.2023	Review Date: 18.05.2024	
Owner: Quality and Compliance Manager	Location: Shared Drive: WREC Documents\Policies and Procedures 2023	

1. Introduction

- 1.1. Whitehead-Ross Education and Consulting (WREC) aims to provide you with information, advice and impartial guidance to enable you to maximise the opportunities available through our programmes and to enable you to fulfil your full potential.
- 1.2. This policy outlines our 'direction of travel' with regards to:
 - a. the provision of information advice and guidance
 - b. identify service user needs and support needs
 - c. ensure that service users are appropriately placed on provision
 - d. optimise service user participation, retention and achievement
 - e. ensure that the appropriate areas of WREC policies including safeguarding are considered and acted upon

2. Responsibility and scope

- 2.1. The policy covers all service users and staff who provide information, advice and guidance information.
- 2.2. Our objectives are:
 - a) To provide impartial information, advice and impartial guidance that enables individuals to make realistic and informed decisions about their choice of programme.
 - b) To make available comprehensive and accurate information about our programmes, including entry criteria, qualification aims, programme requirements, progression routes and assessment methods.
 - c) To treat service users with courtesy and respect and maintain confidentiality where appropriate.
 - d) To make reasonable adjustments to facilitate access to programmes for people with learning difficulties and disabilities, but to ensure that if WREC is not able to provide the resources to meet the needs of a service user then that individual will be advised on how else to proceed or be referred to alternative provision.
 - e) To accurately and efficiently record and store all service user information, to ensure that their journey is managed and communicated in an effective way and is compliant with data protection.

3. Minimum Standards

- 3.1. The programme information that service users receive when or before they join a programme will clearly explain: eligibility, availability of support, entry requirements, progression routes, content, outcomes, teaching methods and materials that service users may need to purchase. In some cases, service users may be informed during their induction of recommended materials / study aids.
- 3.2. WREC will provide a consistently high quality of programme information however it is delivered e.g., from website, via telephone or face to face.
- 3.3. All IAG and delivery staff will assess service users' ability / skills, relevant to the programme, in order to identify their learning and support needs at the start of the programme. This process will be appropriate to the nature of the programme and the needs of the service users.
- 3.4. WREC will ensure that service users receive a personal interview prior to being placed on a programme.

Information, Advice & Guidance Policy	Version: 2023.1.0	Page 2 of 4
Created: 19.05.2023	Review Date: 18.05.2024	
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- 3.5. For programmes which require service users to have a current DBS check, WREC will support the service user in attaining this, however service users will be expected to contribute to some or all of these costs even if the results of the check prevent them from progressing onto their chosen programme.
- 3.6. All staff will ensure that all service users receive an induction appropriate to the programme to include, for example: health and safety, safeguarding, equality and diversity, programme content, teaching methodologies, reviews, planning to support individual needs, methods of assessment and progression opportunities.
- 3.7. Staff will ensure that information from initial and diagnostic assessment is incorporated in an ILP and group profile and embedded in the planning of delivery to support differentiation for each service user.
- 3.8. As part of the ILP process, staff will discuss the service user's prior knowledge and experience, specific needs, goals, starting position from initial assessment. Service users will be guided and supported to set individual targets which are measurable, achievable and within a specific time frame
- 3.9. At the referral and enrolment stage, service users will have the opportunity to identify any support needs. However, staff will also monitor service users throughout the programme to identify any specific support needs. WREC staff will ensure that appropriate referral forms are completed and processed to ensure support is provided in a timely manner.
- 3.10. WREC will provide timely, high-quality support as relevant to individual needs, where support needs cannot be met, service users will be provided with help to source support through other referral agencies or networks.

4. Monitoring Success

- 4.1. We will measure success as follows:

Target Indicators	Measured by
100% of service users reporting satisfaction with the IAG they have received.	Service user questionnaires.
100% of service users receive a personal interview prior to being placed on a programme.	Individual Learning Plan or Induction record.
100% of service users fully understand the programme they are joining.	Service user questionnaires.
100% of delivery staff reporting they have the knowledge to identify quickly and effectively the client's needs.	Staff 1-2-1 monthly supervisions and staff surveys.
80% attendance of service users for their programme.	Attendance data.
80% retention of service users.	Retention data.
100% of programme observations reporting good IAG being delivered by staff.	Observation reports.

- 4.2. Reports from which, will feed into fortnightly staff meetings and review by the Managing Director.

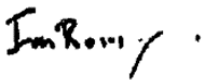
Information, Advice & Guidance Policy	Version: 2023.1.0	Page 3 of 4
Created: 19.05.2023	Review Date: 18.05.2024	
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5. Supporting Documents

5.1. This policy should be read in conjunction with the following policies and procedures

- 1) Equal Opportunities Policy
- 2) Health and Safety Policy
- 3) Safeguarding Policy
- 4) Assessment and Quality Assurance Policy

Signed:



Ian Ross
Managing Director

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Information, Advice & Guidance Policy	Version: 2023.1.0	Page 4 of 4
Created: 19.05.2023	Review Date: 18.05.2024	
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