



Information, Advice & Guidance Policy

1. POLICY STATEMENT

The purpose of the policy is to set out the Information, Advice and Guidance services The Apprentice Academy 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 staff on the grounds of sex, transgender, marital or civil partnership status, racial group, nationality, sexual orientation, religion or belief disability or age.

The policy should be read in conjunction with other Apprentice Academy policies and procedures including the equality policy, confidentiality policy, data protection policy.

2. GENERAL PRINCIPLES

IAG is available on a one to one basis at school events, assessment centre and at any time during the placement process and once placed. Additional opportunities will be offered at key stages of the programme and is available free of charge to any individual on request.

Where The Apprentice Academy 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.

3. 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.

4. STATEMENT OF SERVICE

The Apprentice Academy provides:

- Initial information, advice and guidance on learning options, qualification pathways, and support with learning.
- On-going information, advice, guidance and support on learning and work issues through personal tutoring, assessment, counselling and support services, careers events and resources and through access to specialist organisations such as Manchester Targeted Youth Support Service (previously known as Connexions).
- Information, advice and guidance on progression routes including Further/ Higher Education, careers and work-based learning is offered as the learner progresses through their programme.



The IAG services The Apprentice Academy provides are free and can be provided through face to face, telephone or written format. The Apprentice Academy promotes and supports equality of opportunity and wherever possible The Apprentice Academy will seek to provide information in a format which suits the needs of the individual.

5. LEARNING AND TRAINING IAG

The Apprentice Academy:

- Offers Information and Advice on choosing the most appropriate learning programmes to suit the needs of individual learners.
- Provides Information and Advice on local and national learning and training opportunities.
- Aims to meet the needs of employers by providing information and advice related to business training needs
- Supports learners during their learning and training with specialist advice in all aspects of learning.
- Offers a variety of potential employment opportunities (subject to successful interview) and ensures that the learners' preferences and aims are taken into account when working through the matching process.
- Maintains and publicises up to date information on all of its course programmes and support services.
- Will provide a referral, where relevant, to other appropriate agencies and providers.
- Will provide advice on learning routes available to any learner that withdraws from a programme (including any learner whose employment is termination due to their performance and/or behaviour).

6. CAREERS AND EMPLOYMENT IAG

The Apprentice Academy:

- Supports learners during their learning and training with careers advice and guidance.
- Helps learners to progress in learning and at work by developing their ability to learn, developing transferable skills and gaining new qualifications.
- Encourages its staff to provide learning opportunities in a real working environment.
- Helps learners to develop life long career management skills to assist learners in making choices now and in the future.

In addition to seeking advice from The Apprentice Academy, parents of learners may wish to contact



Manchester Targeted Youth Support Services direct, www.careerconnect.org.uk for additional information and an opportunity to talk directly with trained advisers.

7. HEALTH AND FINANCE IAG

In addition to the learning and training and careers IAG listed above, The Apprentice Academy will make available information relating to entry criteria, qualifications, accreditation, workloads and modes of study.

Learners will also have access to information and advice 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 (by actively encouraging learners to become involved in The Apprentice Academy and local community events).

8. REFERRAL

Staff offering IAG services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate and adhere to the principles and policies of opportunity and confidentiality.

Referral will occur when another provider offers information or services that better meet the client's needs. Where it is believed the client would benefit from referral to another organisation the client 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.

9. CONFIDENTIALITY

All information gathered in the course of discussion with an individual should be regarded as confidential. Any limitations with regard to confidentiality should be made absolutely clear to the client at the earliest possible stage.

The limitation operating in The Apprentice Academy is where a client discloses information that leads staff to believe that the client or others may be at risk of significant physical, sexual or emotional harm or neglect. In other cases where staff consider it useful to the learner to disclose information revealed in confidence by a client to a third party, staff will gain informed consent from the client to do so.



10. SERVICE STANDARDS

The Apprentice Academy is committed to National IAG Principles and individuals and employers can expect The Apprentice Academy 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

The Apprentice Academy will:

- Respond to all enquiries promptly, if possible within 3 working days.
- Refer to other learning providers and specialist organisations if we are not able to meet your needs in full.
- Maintain its website – www.theapprenticeacademy.co.uk
- Provide and course information leaflets and service leaflets – available on request from The Apprentice Academy on 0161 200 1670
- Offer a range of open events at The Apprentice Academy and at outreach locations, including schools, colleges and community 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 drop in and booked appointments with one of our staff / advisers
- Accept appropriate referrals from one of our partner organisations.

11. IMPROVING STANDARDS

The Apprentice Academy welcomes feedback on the service we provide. Users can provide feedback anonymously should they wish. The Apprentice Academy will use the information received in customer feedback to improve the services it provides. Contact details for The Apprentice Academy are provided in section 12.

If our IAG services do not meet learner 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 explaining the difficulty and giving as much detail as possible.



You will receive an initial response, in writing, within 5 working days.

12. FURTHER INFORMATION

For further information, please contact us:

The Apprentice Academy
4th Floor
St James Building
79 Oxford Street
Manchester
M1 6FQ

Office Hours: Monday – Friday 0830-1700

Annex A

Information, Advice & Guidance Provided By Workplace Development Manager

At Application

- Independent Information and Advice provided to inform choice
- Equitable and Objective selection criteria used based on the published entry requirements for the course
- Candidates referred to guidance or alternative provision where appropriate on assessment
- Review existing achievements of the individual
- Assess learning needs and set learning goals (including any need for additional learning support)
- Develop the learning plan for the individual
- Provide details of all learning and support resources available to the learner (including those related to well-being)

During The Course

- Monitor attendance and time management
- Monitor and help to manager performance at work
- Assist learners in identifying and resolving barriers to learning
- Make referrals to support services where appropriate



- Provide regular feedback on performance
- Help Learners to clarify progression routes and career goals
- Maintain up to date records of progress and achievement.

On Completion of the Course

- Seek to establish the reason for withdrawal of early leavers
- Provide each learner with a certificate of their achievements and reference if required
- Help learners access progression opportunities
- Seek to establish destination routes

13. DOCUMENT CONTROL

VERSION	DATE OF FIRST ISSUE	DATE OF REVIEW	DATE OF NEXT REVIEW
4	July 2012	June 2019	June 2020