

Ginger Nut Training – Information, Advice and Guidance

Document Title	Information, Advice and Guidance
Originator	Centre Quality Assurer
Date of Approval	November 2023
Responsible Person	Centre Quality Assurer
Policy Due for Renewal	July 2024
Version	Draft V2

All IAG delivered by Ginger Nut Training will adhere to the principals set out below:

Accessible and Visible – IAG services that are recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services which most closely meet their needs and are open at times and in places which suit clients' needs:

Professional and Knowledgeable – IAG frontline staff have the skills and knowledge to identify quickly and effectively the client's needs. They also have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision:

Effective Connections – links between IAG services are made clear from the client's perspective. Where necessary, clients are supported in their transition between services.

Availability, Quality and Delivery of IAG services – this is targeted at the needs of clients and is informed by social and economic priorities at local, regional and national levels.

Diversity Ensuring the services reflect the diversity of clients' needs.

Impartial – IAG services supporting clients to make informed decisions about learning and work based on the client's needs and circumstances.

Responsive – to present and future needs of clients.

Friendly – and welcoming IAG services encouraging and motivating clients to engage successfully with the service

Enabling – services encouraging and supporting clients to become lifelong learners by enabling them to access and use information to plan their careers.

Learning and Work – IAG services that support clients to explore the implications for both learning and work in their future career plans

Awareness – young people and adults are made aware of the IAG services that are relevant to them and have well informed expectations of those services.

Confidentiality - All discussions with the learner and any details provided by them are treated in the strictest confidence. Any feedback given from learners can be anonymous.

Staff Qualifications & Training – All staff (Administrative, Tutors, Trainers) are given IAG Training. Tutors and Trainers are appropriately qualified to deliver Information Advice and Guidance and are supported to access continuous professional development (up to Level 4 and above if required).

Volunteers – Any volunteers will follow staff guidelines

Quality

IAG will be monitored via observations of teaching and learning, both 'live' observations and recorded observations. IQA's will identify how IAG is being delivered at quarterly reviews with employer and learner. This information will be analysed and feedback provided and where appropriate, CPD will be addressed.

IAG will be captured on the various recording forms such as Gateway Documents, Review documents etc.

Below provides an outline for staff of where roles and responsibilities are linked

Job Description	IAG Topics you may discuss with a learner
Directors Senior Managers Client Engagement team Central Administrator MIS Co- Ordinator	Offering advice on appropriate apprenticeship opportunities within the business in line with Employer Engagement Policy Provide information regarding course funding and criteria Signpost and using the web resources Skills scan and CV reviews to identify prior experience & learning Signposting alternative apprenticeship options to employers and applicants
Internal Quality Team Tutors	Provide information about other local training course and support services. Provide help with writing of CV's Provide advice on possible careers related to our training courses to include Redundancy information and progression. Provide advice on specific courses and delivery of units Offer basic skills and learning assessments and to signpost where these will assist in the achievement and progression Signpost using appropriate resources such as Health Assured, Padlet etc. Administration of safeguarding resources