

IAG Policy



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1. Purpose:

The purpose of this Information, Advice, and Guidance (IAG) Policy is to establish guidelines for Apprentice Team Ltd. in providing comprehensive support to all staff, apprentices, our partners, and employers ensuring they receive relevant and accurate information to make informed decisions about the apprenticeship journey and potential progression and support available.

2. Scope:

This policy applies to all staff members at Apprentice Team Ltd. involved in providing information, advice, and guidance to apprentices, including IAG Officers, Tutors and all other staff members.

3. Principles:

ATL is committed to the following principles in delivering effective IAG:

1. **Accessibility:** Ensure that IAG services are easily accessible to all recipients, irrespective of their background or circumstances.
2. **Impartiality:** Provide impartial information, advice, and guidance, avoiding any bias or favouritism to all who enquire.
3. **Confidentiality:** Safeguard the confidentiality of recipient information, adhering to data protection regulations.
4. **Accuracy:** Ensure that all information provided is accurate, up-to-date, and relevant to the individual's needs and support requirements.

4. Responsibilities:

1. **Senior Management Team:** The Senior Management Team at Apprentice Team Ltd. are responsible for overseeing the implementation of this policy, providing guidance to staff, and ensuring compliance.
2. **Apprenticeship Advisors, IAG Officers and Tutors:** Individuals responsible for delivering IAG services must be adequately trained and updated on apprenticeship programs, industry trends, and support services.
3. **Continuous Improvement:** Regularly review and improve IAG processes based on feedback from surveys and focus groups, complaints, safeguarding reports, changes in legislation, or developments in the apprenticeship field.

5. Communication and Intended Benefits:

Clear communication channels are established to provide relevant information to all recipients. This includes the use of accessible materials, regular updates on apprenticeship opportunities, and open communication forums.

6. Monitoring and Evaluation:

Regular audits and evaluations will be conducted to assess the effectiveness of IAG services. Apprentice Team Ltd. make use of surveys, reviews, complaints, AIM Meeting feedback, and staff one-to-one reviews to collect and gather data and feedback on our IAG offerings and services. This feedback gathered from recipients and staff will be used to make continuous improvements to both our apprenticeship offering and IAG provided.

Our Senior Management Team will conduct regular Observations of Teaching and Learning (OTLA) throughout the contract year to ensure quality of learning delivery across all apprenticeship standards. The SMT will provide feedback, and any actions, following the OTLA to help coach and strengthen learning delivery to meet our standards.

Apprentice Team Ltd. are committed to providing an excellent level of service. If at any stage you feel you are not satisfied with the level of service, we advise you follow the procedures outlined within our Complaints Policy and Procedure to raise your complaint to the necessary department.

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7. Compliance:

Apprentice Team Ltd. commits to complying with all relevant laws and regulations concerning the provision of IAG, including GDPR and data protection laws. You may request your data held by Apprentice Team Ltd. by contacting our Data Protection Officer as per our GDPR policy.

8. IAG Implementation:

A. Initial Assessment: Following the employer engagement procedures, recruitment process and supporting documentation, recruiters will commence the collection of data to establish prior attainment through:

- Initial 1:1 (qualifications, certification evidence, schools / college / previous providers).
- Referral form – capturing eligibility, working patterns, length of service, existing skills Additional support requirements / ongoing support requirements.
- Health Questionnaire and Equal Opportunities Monitoring.

The IAG team contacts the learner and employer to confirm that all parties are fully aware of the processes and delivery methods, including the following:

1. Learning visits of 1.5 to 2 hours / additional visits where cancellations occur / procedures in relation to attendance and cancellation.
2. Recorded Learning Log / Off the Job Training.
3. Remote and Additional Support (LSF where relevant and how this will be delivered).
4. Functional Skills maths and English and how this will be delivered.
5. Commitment to release learners where required.
6. Commitment to programme and work involved.
7. Ongoing employer attendance of learning sessions (for the purpose of employer reviews) – if this is not the employer, ensure the name of supervisor or manager recorded and fully aware. The allocated IAG officer and the employer meet every 8 -12 weeks to discuss attendance, progression and career development and EPA planning (AIM meeting).
8. How to gain support and ask for help.

The IAG department will ensure relevant information is in place prior to the appointment. The full relevant information must be collated to ensure assessment of prior learning through the completion of the skills scan, qualification brief and against the LRS report generated prior to the enrolment appointment by the administration team.

B. Surveys: Apprentice Team Ltd. completes surveys with all learners and employers throughout the duration of the programme. These are stored in the learner's base file and recorded on the internal trackers.

Should the CEO receive a survey with feedback or concerns with regards to the learner or employer commitment, this is reported to the Senior Management Team during Learner Management Meetings and action will be taken to overcome any issues of concern or commitment raised.

C. On Programme: Throughout the learning programme, learners are provided opportunities to discuss their goals, learning progression and skill development embedded within the monthly learning visits. As part of your monthly learning visit, you will be asked to provide feedback on your progression within the Visit Progress Record (VPR) and Individual Learning Plan (ILP). Apprentice Team Ltd. are committed to providing "wrap around" support to all our learners and encourage you to contact our IAG Officers and your tutor should you have any questions, concerns, or feedback you may have.

We also encourage you to access the online Learner Portal to view our additional resources, guidance, and E-Learning modules on a variety of topics. Further information and access can be found in your Learner Handbook.

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D. Employers: In addition to the above, your designated IAG officer will be in contact with you regularly to discuss your apprentice(s)' progress and support needs throughout the learning programme. This will be discussed within your Apprentice Information Management (AIM) Meeting. These meetings are designed to provide you with a platform to discuss both the apprentice(s)' needs and raise any concerns or feedback of your own to help support and develop. We have also developed an Employer Portal for you to access additional resources and guidance materials. Please request access from your IAG Officer.

E. Parents, Guardians and Carers: For our 16–17-year-old learners, and learners with significant support needs, we also invite Parents, Guardians and Carers to engage with us as part of the learning journey. You will be regularly involved within your child's apprenticeship programme, and provided with regular progress reports for further information on what is required to complete the qualification, and information on how the end-point assessment process works. We encourage you to use our Parent, Guardian, and Carer Portal to access more information regarding the apprenticeship and further skills development. Please contact our IAG Officers for access.

F. ATL Colleagues: Apprentice Team Ltd. has been honoured to assist our colleagues throughout their career and professional development. You will regularly take part in one-to-one reviews with your line manager, to discuss your current progress, any goals you may have and discuss any actions or coaching you may require. We are committed to your continuous professional development and will offer opportunities for further development as and when available.

9. Points of Contact:

If at any point you require additional information or support, please refer to the points of contact provided within the Key Policy Contacts within the policy handbook. Additionally, you may contact your designated IAG officer on **01246 278931**, or your tutor.

If you have any safeguarding concerns, please direct your call to our **Safeguarding Officer** at: **info@apprenticeteam.co.uk**

10. Supplementary Policies:

Apprentice Team Ltd. provide further information, advice, and guidance within our main policies. More information can be found within, but are not limited to, the following ATL policies:

Learner / Employer / Parent, Guardian & Carer Guidance:

- a. Care Leavers Policy Statement
- b. Complaints Policy and Procedure
- c. Data Protection / GDPR Policy
- d. Early Withdrawals / Leaver Policy & Procedure
- e. E-Learning Policy and Procedure
- f. Equal Opportunities Policy
- g. Health and Safety Policy
- h. Parent and Guardian Involvement Policy
- i. Reasonable Adjustments and Special Considerations Policy
- j. Safeguarding Policy

Apprentice Team Ltd. Colleague Guidance:

- a. Continuous Professional Development Policy
- b. Data Protection / GDPR Policy
- c. Grievance Policy
- d. Equal Opportunities Policy
- e. Health and Safety Policy
- f. Homeworking Policy
- g. Learner Progress Review Policy
- h. OTLA Policy, Procedure and Schedule
- i. Safeguarding Policy