



IAG Policy

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IAG Policy

Strategy

To deliver a robust, impartial, unbiased, and effective IAG service to internal and external clients, organisations and key stakeholders, that is responsive and meets their needs, providing a comprehensive service that is able to meet national standards and requirements.

Objectives

- a) To provide impartial, unbiased IAG in a form that is easily understood by the recipient.
- b) To ensure IAG is treated confidentially as per the Data Protection Act and GDPR.
- c) To ensure IAG promotes and embeds equality, diversity, and inclusion throughout all of the provision.
- d) To systematically monitor, review, evaluate and continually improve our IAG
- e) To monitor and evaluate the effectiveness of provision in delivering Safeguarding, Prevent and British Values outcomes.
- f) To signpost clients to other competent organisations/services where the nature of the query, interest or concern is out of scope of our capability/competence.
- g) To ensure all learners are fully aware of progression opportunities available to them.

Measurement of progress towards achievement of these strategic objectives will be via the business/development plan and monthly KPI's.

Learners

To provide applicants and learners access to IAG services, which is up to date, easy to read, fit for purpose and reliable. Our policy is to ensure IAG covers a range of activities and interventions that will help individuals to become more self-reliant and better positioned to manage their personal and career development, including training and learning. This includes embedding personalisation of learning into the program, identifying individual learning needs and providing additional learning support where needed.

- a) To ensure learner understand the range of opportunities available via provision of clear information in a wide range of contexts and formats which enables them to make informed and realistic decisions about their current and potential future vocational or personal needs based on accurate information.
- b) To overcome any learner perceived barriers and challenges to learning, development and progression, encouraging an ethos of lifelong learning and finding learning and training solutions for all individuals, supported by effective curriculum plans/course schedules.
- c) To evaluate and continuously improve our performance and measure distance travelled against A2L KPI's, the business development plan and learner responsiveness (retention, achievement, etc.).
- d) To provide our IAG services completely free of charge.

Employers

We will provide employers with full information about the IAG we offer to learners.

Our policy is to help employers develop their own business further by providing IAG on training solutions that meet individual employer needs by:

- a) Offer and deliver government funded programs in specified vocational areas, fully funded where possible, for individuals who meet Government Funding Body eligibility criteria

- b) To offer Organisational Needs Analysis and Training Needs Analysis for employers, identify, deliver, or signpost, employers to the most appropriate training solutions
- c) To evaluate and continuously maintain and improve the quality of our performance and delivery and measure distance travelled against employer engagement, employer requirements, achievement rates, KPI's, etc.

Staff

A2L will provide all staff with effective IAG to enable them to continually develop their knowledge, understanding and expertise in specific areas, perform their own job role effectively.

- a) To enable staff to recognise the extent of their own competencies and to direct them to the most appropriate internal/external sources who can address individual CPD needs.
- b) To train staff in IAG to a level that meets their job role and responsibilities, and ensuring CPD takes place in line with role requirements.
- c) To continue to develop effective strategies and take effective action to improve the company performance through our employees that is in turn supportive of learners.
- d) To evaluate and continuously improve our performance measuring distance travelled through staff retention, staff appraisals, training needs analysis, induction training plans, KPI's, etc.

A flow chart is available to all members of staff who are engaging in first point of contact, and delivery of IAG, which shows what should be delivered at what point within the learner journey.

Partners and Sub-Contractors

The aim is to foster and maintain positive working relationships with partners and sub-contractors (where applicable) via effective embedding of communication strategies.

- a) To collaborate with the National Careers Service, JCP, DWP and other referral and support agencies, to deliver the most appropriate provision (within our scope of delivery) meeting the needs and aspirations of potential learners and employers.
- b) To collaborate with funding bodies, to contribute to their strategic plans.
- c) To ensure Employer and Learner voice is heard and improvements are made as a result of their feedback.
- d) To ensure that the business development plan and KPI's are being met.

IAG Promotion – being aware of the service and engaging with it

- Promotional materials are circulated to main referral bases and organisations
- A2L staff attend promotional shows/events
- Ensure that information supplied on promotional materials is regularly reviewed and kept up to date
- Ensure the website is kept up to date

Quality Assurance and Evaluation

The provision of IAG is quality assured via the collection and analysis of participant feedback, and analysis of key performance data in respect of learner retention achievement and progression.

IAG provision will be subject to observations being carried out, in line with the OTLA Policy.

The outcomes from feedback will be subject to discussion at routine management meetings.

IAG KPI's

1. To ensure that 100% of learners are on the correct course within one week of enrolment
2. To ensure learner satisfaction is maintained an average rating of 8 of higher
3. To follow up 100% of signposted referrals to partners
4. To support all learners to develop effective behaviours and personal development skills to achieve their goals and ambitions in life
5. To ensure the staff are suitably qualified/trained to deliver effective IAG

