

TrainPlus Staff Policy

Information Advice and Guidance (IAG) Policy

Lead Responsibility	Lisa Short	Approved by: Lisa Short	TrainPlus Director: Lisa Short
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Effective from	1 st August 2021	Next review date	1 st August 2022
Policy applicable to	ALL EMPLOYEES and FREELANCE STAFF		

Policy Statement

TrainPlus, as an approved ESFA provider of vocational learning, from entry level upwards, will provide an appropriate impartial Information Advice and Guidance service to potential candidates, current learners and employers at the initial contact, recruitment phase, whilst participating on programmes, and on exit from programmes.

Aims and Objectives of the TrainPlus Information Advice and Guidance Service

1. To provide impartial information advice and guidance to potential customers, candidates, existing learners, employers, and parents which:
 - a. Results in retention and achievement rates of over 72%
 - b. Progression (intermediate to advanced apprenticeship) rates in excess of 20%
 - c. Applicant satisfaction survey results in excess of 95%
 - d. Learner satisfaction survey results in excess of 95%
 - e. Employer satisfaction survey results in excess of 95%

2. **All employers to:**
 - a. Have an initial aims and objectives meeting wherein current and planned legislation, sector updates, staff development, recruitment, and planned growth are discussed and both Training and Organisational needs analysis are completed.
 - b. Agree key performance indicators for each training post that will be incorporated into the delivery and for the duration of the training to be reviewed at agreed periods.
 - c. Receive information advice and guidance on their identified training needs to meet both their current and future training and development needs.
 - d. Plan and agree a bespoke delivery plan for their organisation and staff to cover the agreed term of their training award(s).
 - e. Take part and complete Health and Safety checks and risk assessments as well as liability insurance checks and then agree an action plan for any identified areas for concern.
 - f. Receive learner attendance, progression, and achievement reports at agreed points throughout the course (e.g., monthly, bi-monthly, quarterly etc).

- g. Agree to take part in planned learner reviews every 12 weeks.
- h. Complete online employer surveys as requested by TrainPlus or ESFA.
- i. Access learner E-portfolios to support learner reviews, progress, attendance, achievement and provide signatures as requested.

3. All learners to:

- a. Have an individual interview discussing their career pathway and receive career information advice and guidance.
- b. Undertake an enrolment session, including the diagnostic assessments for English, Maths, and ICT, Knowledge Skills and Behaviour assessments and prior attainment reviewed.
- c. At induction, agree an Individual Learning Plan that accounts for their specific needs and pastoral support needs.
- d. Have progress reviewed every 12 weeks at a minimum and be offered impartial IAG, referrals or interventions dependant on the outcomes.
- e. At end of training, receive full IAG on progression and career development advice.
- f. Have their destination and progression monitored at 3 and 6 months after the completion of the award.

Scope of the TrainPlus Information Advice and Guidance (IAG) Service

The TrainPlus IAG Service will apply to all clients of TrainPlus.

Description of the TrainPlus Information Advice and Guidance Service

TrainPlus provides all clients with free and impartial Information Advice and Guidance in relation to operating, employing, and training in their chosen sector. Information Advice and Guidance is embedded within TrainPlus' services and delivered over six stages:

1. Engagement - As part of the engagement process to assist clients in making the right choice of suitable training programmes and referring applicants who do not currently meet eligibility and/or entry requirements.

2&3. Enrolment & Induction - At the commencement of TrainPlus programmes via comprehensive information at induction, and the use of diagnostic assessment, KSB assessment, Occupational Map, and recognised prior learning, to agree appropriate individual learning plans.

4&5. Ongoing delivery of IAG & Pastoral Support - During training as part of TrainPlus' strategy to retain learners on programmes, and to provide appropriate and ongoing guidance that gives learners the best opportunity to complete the agreed qualifications / apprenticeship standard throughout the award and during progress reviews.

6. Career & Progression - On exit / completion of TrainPlus programmes to support learners to progress into relevant employment, higher education, or to further advance their career prospects.

TrainPlus provides the following resources in respect of delivery of the IAG service:

1. Information of opportunities and programmes in relation to relevant sectors.
2. Guidance on the right provision following an assessment of training needs.
3. Pastoral support and guidance on-programme to assist retention of learners.
4. Information on additional support and referral procedures.
5. Information Advice and Guidance on career enhancement or other training options during and on completing TrainPlus programmes.
6. Staff with the relevant knowledge and experience.

Responsibilities

TrainPlus Student Services and Assessors are responsible for providing ongoing information advice and guidance to prospective customers, employers, and applicants on recruitment to TrainPlus training programmes. Assessors, Tutors, Mentors, Programme Managers, Training Centre Managers, and staff provide learners and employers with on programme information and support to enable them to successfully work with and complete their qualifications or apprenticeship standards. Assessors and recruitment advisers provide learners with guidance on and for 6 months after their exit from TrainPlus programmes in relation to employment opportunities and career advancement.

TrainPlus Managers such as Programme Managers, Recruitment Managers, Audit and Compliance Manager, Internal Quality Assurance Managers and Director have the responsibility for line managing of IAG services.

Quality Assurance & Evaluation

The provision of IAG services is quality assured via the collection and analysis of employer and participant feedback, and analysis of key performance data in respect of learner recruitment, retention, achievement, and progression. TrainPlus Line Managers will be responsible for monitoring the front-line delivery, including the observation of the IAG service, and identifying areas for continuous improvement.

The outcomes from feedback and from TrainPlus Managers will be subject to discussion at bi-monthly standardisation, IQA and Management Meetings and will be incorporated into our annual self-assessment report (SAR) and quality improvement plan (QIP).

The Learner Journey and related IAG service.

