



## INFORMATION AND GUIDANCE POLICY

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### POLICY STATEMENT

E.L.M Academy promotes the value of learning and provides potential, current and former learners with information. Advice and guidance in order to support them in their choice of appropriate study programmes /careers. Information, advice and guidance will be available before enrolment and after enrollment.

### OUR AIMS

To provide all learners and potential learners with impartial information and advice that empowers them to make self-determined choices about learning and progression. To actively promote the provision of information and advice that meets the Matrix standard.

### OBJECTIVES

- Increase participation and knowledge of learners at all levels, but in particular amongst those learners not yet holding a full level 2 or 3 qualification, through the provision of timely and high quality IAG services.
- Ensure all learners are aware of the IAG services available to them and how to access them.
- 100% of learners receive immediate information and advice on enquiry.
- 100% of those Learners accessing guidance services will have a positive outcome in terms of application, enrolment, re-enrolment or referral to a more appropriate source.
- Actively seek opinions of our learners in order to improve the quality of the IAG services.
- Provide staff with effective IAG to enable them to continually develop their knowledge, understanding and expertise.

### PROCEDURES

- Provide accurate and appropriate information and guidance on all aspects of the Academy and courses, where necessary. Signpost to appropriate alternative services.
- Attend Academy open evenings, Interview evenings and other events in order to offer guidance services to potential learners and their parents/guardians.
- Appoint a careers advisor.
- Make potential/actual learners aware of our IAG policy
- Provide all year round informed and impartial guidance services.

- Address the individual aspirations of each potential/actual learner during guidance sessions.
- Ensure the IAG staff are kept informed and trained on the curriculum offer and in associated products.
- Produce needs-led and appropriate marketing materials for prospective learners.
- Make clear in all promotional material the opportunities available to learners
- Ensure that the stocks of prospectuses and other information materials are current and appropriately displayed.
- Support the promotion of IAG within the Academy.

## ORGANISATIONAL SUPPORT PROCEDURES

All learners and potential learners who participate in our training programmes are entitled to receive unbiased information, advice and guidance from suitably qualified staff with the relevant knowledge and experience.

### Our service to learners

- Course information, locations and dates before induction/enrolment.
- Leaflets with course contents
- Appropriate and suitability of training programmes on offer and to redirect enquirers who do not meet our eligibility and/or entry requirements.

### Enrolment

- Receive a detailed induction
- Have an initial assessment
- Agree an individual learning plan
- Agree review dates for the action plan
- Information regarding learning support
- Receive information about compliments, appeals, complaints and suggestions
- During Training
- Receive regular reviews and feedback on training progression
- At any point during the programme receive information about progression /employment routes , be signposted or referred as appropriate.
- Job search techniques and help with creating C.V + interview skills

### At the end of the training

- Receive IAG information about progressions, job search support and careers advice.
- Signposted or referred when appropriate to another agencies
- Obtain feedback from learners on course and IAG services

### Our staff training

All staff will be appropriately supported and trained to deliver information and advice that meets the matrix standard.