




**IAG Policy
(JANUARY 2024)**

Review and revision dates

Effective from:	Version	Description
January 2023	1.0	Original
January 2024	1.0	Policy review: No amendments
January 2025	1.0	Policy review: No amendments

Review Date:	January 2025 or as legislation requires
Published:	Tutor/staff Handbook: internal intranet, Website Employer Pack Disseminated during staff induction sessions
Actions:	All updated policies will be emailed to the employees. Policy and updated future policies will be discussed with CCs at standardisation meetings and emailed accordingly
Company Directors Signatures:	

Bottle Green Training Ltd (BGT) IAG policy

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

This will enable clients (both potential and actual) on apprenticeships or commercial training programs and employers make well informed decisions about training and development needs, which will aid career progression, and help them make informed decisions about the various options open to them.

OVERALL OBJECTIVES:

1. To provide impartial, unbiased IAG in a way that is easily understood by the recipient and meets their need.
2. To ensure IAG is treated confidentially in line with the Data Protection Act and GDPR.
3. To ensure IAG promotes and embeds equality and diversity throughout.
4. To monitor, review, evaluate and continually improve our IAG service.
6. To effectively signpost clients to other suitable organisations/services where their query, interest or concern is out of scope of our capability/competence.

Learners/apprentices

AIM

To provide learners, parents/guardians, and applicants access to IAG, which is current, reliable, easy to understand, and addresses questions and concerns that might develop when considering engaging in learning and skills. BGT's policy is to ensure IAG we provide will help individuals to become more informed to enable them to manage their personal and career development, including training and learning. This begins with Initial Assessment of applicants where BGT assess the client's need via discussions, BGT then will identify specific learning needs/additional learning support when required, personal and social skills/support when required, and development of Maths & English skills, alongside the fundamental development of employability within the skills, knowledge and understanding of the award/apprenticeship.

OBJECTIVES

1. To help clients understand the range of opportunities available by the delivery of clear information in a wide variety of contexts and formats which enables clients to make informed and realistic decisions about their current and potential future vocational or personal needs based on accurate information.
2. To evaluate impact and continuously improve our performance and measure distance travelled against the QIP, Strategic Plan, QAR rates, feedback from stakeholders.



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3. To overcome any barriers and challenges to learning, development and progression, encouraging the culture of lifelong learning, supported by effective curriculum plans/course schedules.

Employers

AIM

To provide employers IAG which is fit for purpose, current, reliable, easy to understand and addresses the range of questions and challenges, issues and concerns that may occur during considering and/or implementing training. BGT's policy is to assist employers develop their own business further by providing IAG on training solutions that meet individual employer needs.

OBJECTIVES

1. To offer and deliver apprenticeships to individuals who meet the DfE/ESFA eligibility criteria, both for SME's taking on 16-18 Apprentices or at a coinvestment for 19+, and Levy paying employers.
2. To evaluate, monitor and improve the quality of our performance and delivery and measure distance travelled against the QIP, Strategic Plan, QAR rates and employer feedback and engagement.
3. To provide, where needed, a Training needs analysis for employers and identify, deliver or appropriately signpost employers to organisations who can provide effective training solutions.
4. To review and measure impact and discuss progression opportunities
5. To advise and support employers to understand any government initiatives and help them to register where necessary such as the Apprentice Service.

Staff

AIM

To provide staff with effective IAG to enable them to continually develop their knowledge, skills, understanding and expertise to perform their own job role effectively and become an asset within the ethos of BGT.

OBJECTIVES

1. To enable our staff to recognise the extent of their own competencies and to direct them to the most appropriate internal and/or external sources who can address individual CPD (Continuous Professional Development) needs.
2. To train all staff in IAG to a level that meets their job role and responsibilities ensuring continued professional development takes place within the BGT CPD and staff training calendar of events as identified in the Training Needs Analysis.
3. To evaluate and continuously improve our performance measuring distance travelled against staff retention, CPD, 1:1's/Training Needs Analysis, and staff feedback.
4. To continue to develop effective strategies and take effective action to improve the company performance through our employees that is in turn supportive of leaners.
5. To maintain our team ethos and Protocol Values.



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6. To ensure all delivery staff are annually registered with professional Bodies and keep up to date with CPD requirements.

Partners

AIM

To foster and maintain positive working relationships with partners via effective and open communication strategies.

OBJECTIVES

1. To collaborate with partners involved in the delivery of the apprenticeships.
2. To collaborate with Careers Services, National Apprenticeship Services and any other referral and support agencies, to deliver the most effective provision, within the scope of our delivery meeting the needs and aspirations of young people, adults and employers.
4. To collaborate with the DfE/ESFA and contribute towards their strategic plans.
5. To measure against the national, regional, targets for learner retention, achievement of qualifications.
6. Review of the annual and five-year plans to respond to the changing financial and economic climate.

IAG Promotion

- Promotional materials are circulated to organisations
- BGT staff attends promotional shows and events
- The marketing team ensures that information supplied on promotional materials is reviewed regularly and kept up to date

Responsibilities

BGT Admissions Team are responsible for providing information advice and guidance to prospective applicants on recruitment to Protocol programs, and the Liaison Officers give post qualifications IAG with the aim:

- a) To provide apprentices/learners with on program support to retain learners and enable them to successfully complete their qualifications /Standard.
- b) To provide apprentices/learners with guidance on exit from BGT programs in relation to employment opportunities and career advancement.

The BGT Directors and Senior Management Team has responsibility for line managing and quality assuring the front line IAG services.

Quality Assurance & Evaluation

The IAG service 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. BGT SMT are responsible for



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monitoring the front-line delivery, including the observation of the IAG service, and identifying areas for continuous improvement.

Outcomes from feedback and from the SMT will be subject to discussion at routine Team meetings.

In Summary:

Entitlement

All prospective learners/apprentices and enquirers are entitled to appropriate current IAG and/or assistance with course choice and career planning.

The Enquirers

Externally may come from a broad range of sources e.g. schools/colleges, young people, parents, adults, employers/Clinical Coaches/Mentors and awarding organisations, web enquiries and via the .Gov website.

Internally may come from any of our existing apprentices/learners or staff.

What IAG recipients can expect at BGT:

- to treat you with respect
- to have developed current occupational competence, undertaken specific training and are qualified with current and updated knowledge and understanding of qualifications and further options.
- to be able to access up to date information on training and tell you about it
- will ensure confidentiality (exception being in cases of safeguarding discloses where confidentiality cannot be maintained for legal reasons)

BGT will:

- work towards achieving accreditation to national IAG quality standards
- continue with external accreditation of our IAG via Matrix assessment
- continue to improve the service we provide
- provide you with effective signposting to other services
- embed quality initiatives through the ESFA
- continue to provide effective and robust staff training and CPD

How you can help us to improve our services, BGT will:

- welcome suggestions for improvement
- offer you the chance to say what you think about the IAG and provision you were offered/given
- tell you who to contact and what to do if you're not happy with any of our services



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- collate and analyse feedback from the learner, employer and staff voice, short course questionnaires, and any feedback left via the website or social media.