

IAG Policy

Best Practice Training & Development Ltd provides Information, Advice and Guidance (IAG) to our clients and learners at the start, completion and on an on-going basis during our learning programmes.

By delivering high quality IAG we aim to:

- Maximise retention and success rates by ensuring that learners attend programmes that closely match their goals and learning needs
- Maximise progression rates by signposting learners to appropriate information, organisations and further learning.

Before enrolling learners, we will provide information on a range of course options and levels to our clients and individual learners. We will provide advice and guidance to help them select the programme that is most appropriate and matches existing skills, experience, career aspirations and learning goals. This information may be provided in a number of ways - either verbally, by email, through printed materials or via our website.

When learners are referred by Jobcentre Plus (JCP), the initial IAG to discuss available options and select the appropriate course is conducted by JCP staff. Following referral, our staff will seek to understand each learner's aims and learning needs in order to verify the choice of programme. If we believe the programme to be inappropriate, the learner will be signposted back to their JCP Adviser.

During our courses, we will seek to provide learners with IAG related to the course content and learning goals. On employability programmes, we will provide learners with access to IT resources. We will provide support as required to help them access information relating to local employers, vacancies, recruitment agencies and job search websites.

On completion of courses, learners will be provided with further IAG including signposting learners to further learning, other training providers, useful organisations and websites.

When providing IAG, we will aim to meet the following principles:

- The IAG provided will be objective and impartial – for instance, where appropriate, learners will be signposted to other training providers (e.g. local colleges).
- We will endeavour to offer a range of choices and options and we will encourage learners to make their own decisions.

We will continually monitor the quality of IAG provided, through learner feedback following the course induction and following completion of the course.