

IMPACT ACADEMY LTD

IAG Policy

**Training Excellence through Experience and
Knowledge**

1. Purpose

Impact Academy (IA) promotes and understands the importance of learning and will provide potential, current and former students with Information, Advice and Guidance in order to support our learners in their choice of appropriate study programmes / careers. Information, Advice and Guidance will be available before enrolment and at all stages after enrolment, continuing during any training with us.

2. Scope

In order to achieve their chosen qualifications, IA recognises the student's need to be on the right course, at the right time and with appropriate support. IA also has a moral and ethical obligation to ensure all learners are always recruited with integrity and this is something that as an organisation we take extremely seriously.

3. Aims

Improve the success, progress and employability of our learners through access to high quality IAG and outstanding learning opportunities.

4. Objectives

IA has set the following objectives for what we expect to achieve;

- Increase participation in learning at all levels, but amongst those learners not yet holding a full Level 1 or 2 qualification, through the provision of timely and high quality IAG services
- All learners to receive immediate Information and Advice on enquiry
- Actively seek opinions of our learners in order to improve the quality of the IAG services. All learners will have the opportunity to provide feedback through learner feedback questionnaires.
- To empower learners to become more self-reliant and better positioned to manage their personal circumstances, health and wellbeing in order to achieve their career goal.
- To develop learners employability skills in line with their agreed career goal.
- To facilitate volunteer & work placements to develop customer skills, knowledge and experience in line with their career goal.
- To support learners to secure and sustain work, including continued career development

5. Principles

IA adopts the following principles as a basis for its IAG Services:

- Accessibility and Visibility - we aim to provide recognised and trusted IAG services which are publicised, signposted and made available to all learners at times to suit their needs.
- Professional and Knowledgeable - our staff should have the ability to quickly and effectively identify learners' needs and if necessary, signpost or refer them to suitable alternative services.

- Effective connections – where learners are signposted to suitable alternative services, we aim to support them in and through that transition.
- Availability, Quality and Delivery – our IAG services are targeted at the needs of our learners. IAG interventions are recorded and audited to ensure quality.
- Diversity – we recognise the individuality of our learners and provide a range of services to reflect this through the access of tutors, mentors and work coaches daily.
- Impartial – our IAG services aim to support learners to make informed choices, on study programmes and progression routes, based on their needs, interests and circumstances.
- Responsive – our IAG services aim to reflect the present and future needs of our learners and the local labour market demands.
- Friendly and welcoming – we aim to provide services which always encourage the learner to successfully engage with us and feel welcomed by all staff.
- Enabling – our IAG services aim to engage and support learners in becoming life-long learners, allowing them to explore and plan their careers through access to and use of information.
- Awareness – we aim to make clients aware of the relevant IAG services available to them and to have an informed expectation of those services.

6. Procedures

IA Sales and Marketing Team will:

- Make clear in all promotional material the opportunities available to learners
- Ensure that all information in printed or web format are accurate and updated regularly.
- Ensure that the stocks of prospectuses and other information materials are current and appropriately displayed in and around IA and online, which students can visibly see or take away.

IA staff will:

- Provide accurate and appropriate Information and Advice on all aspects of IA and its courses and, where necessary, signpost to appropriate alternative services and providers.
- Respond to requests for information (made by email, letter or telephone) in a prompt and efficient manner, by the end of the working day.
- Notify appropriate individuals and areas of requests for courses that we do not currently offer.
- Make potential/actual learners aware of our IAG Policy.
- Provide year round informed and impartial guidance services through individual appointment slots. Ensure that a minimum of five pre-bookable interview slots are available on a weekly basis and that diary is made available for alternatives as needed.
- Address the individual aspirations of each potential / actual student during guidance sessions.

- Ensure that associate or bank staff are kept informed and trained on the curriculum offer and in associated products.

The Operations Manager will:

- Oversee IAG for learners progressing internally and externally.
- Ensure aspirational activities and events are held to support the needs and interests of the learners
- Work with curriculum leads to create suitable and accurate marketing materials and ensure their distribution to increase engagement of learners
- Measure and improve the quality of Information, Advice and Guidance through various sources such as:
 - Event feedback
 - IAG observations
 - Staff Feedback
 - Learner feedback
 - Self-Assessment
 - Feedback from other organisations
 - Oversee the availability of on-course Information, Advice and Guidance and associated activities.
 - Ensure that marketing and publicity materials in liaison with the Head of Marketing, are representative, accurate and updated as necessary during the year.
 - Ensure an annual review of the IAG Policy and Procedure.
 - Hold regular departmental meetings including IAG as an item for discussion.

IA will ensure that it delivers an IAG service that will embed quality by: -

- Undertaking service observations to ensure we offer impartial, unbiased IAG
- Auditing customer records to ensure that minimum service levels are being offered
- Fostering partnerships to maximise the opportunities available to help you progress
- Retaining relevant quality standards including The Matrix Standard assessment.
- Being a disability confident employer
- Adopting a 'test and learn' approach

How you can work with us to co-design our service: We will:-

- Work with you to ascertain and understand your IAG needs and how you think these can be best met.
- 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 unhappy with any part of our service
- Collate and analyse feedback from customer, volunteer and staff forums in a 'you said, we did' format

This service and policy are delivered in accordance with the principles of the nationally recognised matrix quality standard (www.matrixstandard.com)

7. Records Management

Access & Storage

The Policy is found on the shared drive in the IA Shared Drive and is available to all staff.

Revision History

Version No.	Date	Amendment
1		Policy Creation
2		
3	Sept 2022	Policy reviewed and updated