



Mercia Partnership

QP05 Information Advice & Guidance (IAG) Policy

The Principles

IAG is provided on the Mercia website, prospectus and is available free of charge to any individual on request. Where we do not have the information being requested, we will seek the information on behalf of the individual or provide the individual with the name and contact details of the organisation who should have the information being requested. Advice provided is impartial and confidential to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development. Advice and guidance is provided by Mercia training consultants and tutors. The policy is designed to ensure consistent, effective and fair treatment for all. We will strive to retain accreditation of The Matrix Standard, which is the quality standard we use to assess and measure our advice and support services.

Responsibilities of Staff

Staff are responsible for ensuring that any enquiry they receive for IAG is passed to the appropriate member of staff and that the individual requesting information receives a response within three days of their request.

Learners will have one to one access to our tutors who will support them to ensure guidance is offered throughout our programmes from our experienced team.

Statement of Service

Mercia Partnership provides:

- Initial information, advice and guidance on learning options, qualification pathways, and information about learning, funding, childcare and travel.
- On-going information, advice, guidance and support on learning, personal and work opportunities through personal tutoring, assessment, counselling and support services, careers events and resources and through access to specialist organisations such as Connexions.
- Information, advice and guidance on progression routes including Further/ Higher Education, careers and work-based learning.

The IAG services are integrated into our core delivery and can be provided through face to face, telephone or electronic format. Wherever possible, we will seek to provide information in a format which suits the needs of the individual.

Health, Safety and Funding

In addition to the learning and training and careers IAG listed above, Mercia will make available information relating to:

- Fees and other financial charges associated with a course of study or training
- Financial assistance available to support those in education and training
- Course entry criteria, qualifications, workloads and modes of study.
- Equipment, clothing and materials which the learner must provide.

Learners will also have access to information on personal wellbeing (including being healthy and staying safe), enjoying and achieving and making a positive contribution.

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Referral

Staff offering IAG services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate and adhere to the principles of equality of opportunity and confidentiality. Referral will occur when another provider offers information or services that better meet the client's needs.

Confidentiality

All information gathered in the course of discussion with an individual should be regarded as confidential. Any limitations with regard to confidentiality should be made absolutely clear to the client at the earliest possible stage. The limitation is where a client discloses information that leads staff to believe that the client or others may be at risk of significant physical, sexual or emotional harm or neglect.

Service Standards

Mercia is committed to National IAG Principles and individuals and employers can expect a service that is:

- Professional and Knowledgeable
- Confidential
- Impartial
- Open and Transparent
- Accessible and Visible
- Committed to Equality of Opportunity
- Responsive to the Present and Future Needs of the Individual
- Responds to all enquiries promptly, within three working days of a request.
- Refers to other learning providers when we cannot meet a learners' needs
- Maintains the website – www.merciapartnership.co.uk
- Provides course information leaflets and service leaflets
- Offers a range of open events in different locations
- Maintains a telephone and email service to all enquiries
- Offers appointments with one of our staff / advisers
- Accepts appropriate referrals from one of our partner organisations

Improving Standards

We welcome feedback on the service we provide. Users can provide feedback anonymously should they wish. We use the information to improve services. Contact details are in the Induction Booklet. If our services do not meet expectations, we will try and resolve concerns informally at first. If the matter cannot be resolved then the Complaints Procedure should be followed, details in the Induction Booklet.

Information, Advice & Guidance is provided at many points during the learner journey including:

- Application and Enrolment
- Assessing learning needs
- Develop the learning plan with the individual
- Providing details of all learning and support resources available to the student
- During the course including any work experience
- Assisting learners in identifying and resolving barriers to learning
- Making referrals to support services where appropriate
- Providing regular feedback on performance
- Identifying goals and agreed actions to achieve goals

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- On completion of the course or early leaving of a course
- Providing a reference if required
- Helping learners access progression opportunities
- Establishing destination routes

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