

Rochdale Training Association Ltd

IAG (Information, Advice and Guidance) Policy

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| Author | Rochdale Training | |
| Approval Body | Senior Leadership Team | |
| Date of Approval | May 2010 | |
| Date of Next Review | May 2026 | |
| Is this Policy included in the Staff Handbook? | | No |

Information Advice and Guidance Policy

Intrinsic Principles

At the heart of our IAG policy is a commitment to the values of;

- a) confidentiality
- b) impartiality
- c) integrity
- d) awareness of any conflicts of interest

These are closely allied to our **Code of Ethics Policy** which benchmarks the Chartered Institute of Personnel and Development (CIPD) Code of Conduct and Ethics of Jan 2023.

Rochdale Training aims to:

1. Make clients (both companies and learners) aware of the scope of the Information, Advice and Guidance and support available to them throughout our learning programmes.
2. Understand and interpret clients' requirements.
3. Support clients in making the right choice of learning route.
4. Provide a quality service that is delivered by competent and supportive staff.
5. Continuously develop the service.
6. Continually strive to improve our IAG against the MATRIX Standards Criteria.

We will do this by:

1. Providing quality information on our publicity materials, website and through induction monitoring and exit processes.
2. Assessing existing skills, knowledge, aptitude and experience against their stated targets.
3. Offering impartial guidance within our areas of expertise or by signposting to other appropriate and informed IAG services.
4. Ensuring staff are up to date on qualifications, routes available and existing likely opportunities in the area.
5. Seeking feedback from learners, employers and staff and taking action where appropriate.

Next Review: May 2026