

Rochdale Training Association Ltd

IAG (Information, Advice and Guidance) Policy

Author	Rochdale Training	
Approval Body	Senior Leadership Team	
Date of Approval	May 2010	
Date of Next Review	May 2025	
Is this Policy included in the Staff Handbook?	No	

Information Advice and Guidance Policy

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: April 2025