

Information, Advice and Guidance Policy

Mission Statement

We are passionate advocates of lifelong learning

Quest Training is committed to delivering high quality, individualised, inclusive work-based learning programmes that give apprentices/learners the opportunity to successfully achieve a wide range of career, educational and life goals

Policy Statement

Quest Training is committed to offering comprehensive and up-to-date IAG to all stakeholders who wish to use our services.

Quest Training is committed to maintaining the Matrix Standard accreditation through yearly/3 yearly assessment to ensure we meet our Department for Education Contractual requirements.

Our IAG is designed to cover all aspects of our business offer and delivery model from marketing to completion of Programmes, throughout the learning journey and support for employers, apprentice/learners and stakeholders.

We seek to encourage and celebrate creativity, and to be supportive of innovation so that we can improve our offer.

We believe that our staff and apprentices/learners should work in an environment of friendliness, with a clear sense of purpose to achieve our Mission and realise our Vision.

Overview

Quest Training aims to provide high quality, impartial, information, advice and guidance (IAG) services, pre-Apprenticeship/Qualification and throughout the Apprentice/learner Journey, which promotes the value of learning to all our apprentices/learners, prospective apprentices/learners and employers, or other organisations representing current or prospective apprentices/learners.

All Quest staff are passionate about education and enabling our apprentice/learners to reach their full potential. The staff involved in information, advice and guidance work to develop the self-esteem and self-confidence of apprentices/learners, to achieve a wide range of career, educational and life goals.

We value new ideas and approaches and seek new opportunities and solutions, to meet the IAG needs and demands of our apprentices/learners, employers and the local community, whilst supporting national and regional and local education and economic strategies.

Quest Training's Core Principles of Information, Advice and Guidance

- Accessible and visible services
- Professional and knowledgeable staff
- Up to date materials promoting our service offer
- Friendly and welcoming services
- Effective connections with our partners and outside agencies/networks
- Available, responsive and quality service delivery
- Services to meet diverse needs
- Impartial support
- Confidential services
- Services designed to meet the individual needs of staff, apprentice/learners, employers and partners

- Valuing stakeholder feedback
- On-going IAG throughout the apprentice/learner journey to all stakeholders
- IAG in support of wider issues – safeguarding, health and wellbeing, health and safety, equality, diversity and inclusion
- Links to Quest's Strategic Business Plan aims and objectives

Apprentice/learner entitlement

Quest is committed to creating an IAG experience for apprentices/learners that is:

- Accessible in a supportive, appropriate and suitable methods
- Outstanding and delivered according to individual needs
- Aspirational, designed to inspire and motivate
- Planned to guide apprentices/learners on to the right programmes and to support and stretch them
- Developing self-confidence
- Coaching apprentice/learners to be successful and progress on to their next steps
- Embedded into all stages of the Apprentice/Learner Journey
- 24/7 safeguarding support line
- Developmental feedback on portfolios to support next steps

Employer/stakeholder entitlement

Quest is committed to ensuring all employers and stakeholders receive the following IAG:

- Up to date IAG regarding Quest's service and delivery offer – via Website, Employer Newsletter, Monday News, various social media links, marketing activities
- Up to date IAG on current national legislation relating to education – via Website, Employer Newsletter, Monday News, various social media links, marketing activities
- Support on wider issues – vocational sector updates, health, safety and wellbeing, changes to educational rules and guidance
- Support with recruitment and selection of prospective apprentice/learners
- 24/7 safeguarding support line
- Advice and guidance on suitability of qualifications put forward by prospective apprentice/learners

What is information advice and guidance at Quest?

Information advice and guidance (IAG) is information and advice given to support individuals to make informed choices about their individual learning and future careers.

IAG will include giving information about options available based on the needs identified, via initial assessment process, and other communication methods with individuals. IAG may involve sign posting to alternative services if appropriate.

IAG is aimed to give individuals the information to make informed choices about their learning and career, this can lead to improved life chances and employment outcomes. IAG should be clear and factual to allow progress and decisions to be made.

Why do we use IAG?

IAG helps Quest to effectively understand apprentice/learner goals and objectives and the needs of the employers and local, national and regional areas.

IAG provides a clear framework for ensuring our stakeholders are the centre of our delivery and we provide coherent and actionable advice.

IAG helps to build strong relationships and trust with stakeholders. We support individuals to focus on their personal goals and identify the support and needs to achieve these.

Quest aims to embed IAG across the organisation, and ensure this is shared throughout each department.

We deliver regular training on IAG, to ensure all staff have the skills to deliver this effectively.

Quest holds the Matrix Accreditation, and this is reviewed annually. Matrix accreditation shows Quest is able to deliver quality IAG, meeting the set of standards required.

Guidance may also involve advocacy on behalf of some apprentices/learners, and referral for specialist guidance and support. This involves more in-depth one-to-one work by vocationally trained staff.

Quest Training's curriculum includes several elements that relate to IAG including, Induction, reviews, vocational plans with learning and guidance links, soft skills development relating to work-readiness, C.V. writing, preparation for interviews and safeguarding/EDI. There is also significant IAG taking place within the preparation for Gateway Readiness and End-Point Assessment.

In line with the IAG defined above, Quest Training will provide assistance relating to:

- the range of support available at Quest Training, including learning support needs
- financial assistance available to support those in education and training
- programme entry criteria, Standards/qualifications, accreditation and curriculum delivery offer
- equipment and materials which the apprentice/learner will require
- impartial careers information, advice and guidance
- personal goals, aspirations and motivation throughout the Apprentice/Learner Journey
- guidance to its current apprentices/learners to discuss progress and progression
- use of e-portfolio and review process

Quest Training works collaboratively with a range of providers and employers across Kent and surrounding areas and local Councils, to enhance its curriculum offer to apprentices/learners.

Quest Training is committed to developing quality IAG provision in agreement with its partners, to ensure that the best range of progression opportunities are available and that consistency of delivery ensures all apprentices/learners receive impartial, high quality IAG.

Quest Training's Objectives

Quest Training's objectives are as follows:

- Increase the numbers of queries and applications which lead to positive starts
- Increase client satisfaction with the IAG received from Quest Training
- Improve retention, achievement rates and measure the impact of the IAG services on these
- Improve the percentage of apprentices/learners that positively progress to higher levels, further training, or employment, after receiving IAG at Quest Training
- Widen the range of appropriate partners and external agencies with whom Quest Training's IAG services work
- Continually update and improve the staff training and resources to provide up-to-date, impartial and effective IAG for clients
- Maintain Matrix accreditation

Assessment Review and Evaluation

To ensure a high quality of IAG service, Quest Training will evaluate its provision to ensure that:

- the information, advice and guidance services are delivered in accordance with this Information, Advice and Guidance Policy
- the IAG Standards are delivered in accordance with this Information, Advice and Guidance Policy and as contained within the Matrix Quality Standard
- any apprentice/learner, or potential apprentice/learner, with an identified disability will be provided with appropriate support to enable access to IAG services

Commitment to continuous improvement

Quest Training continues to have the MATRIX Standard Kite Mark, which includes the Gatsby Benchmark for career guidance and IAG. We review and evaluate our service to achieve the Matrix 3-year re-accreditation.

Impact data for IAG is collected in a number of ways including via the Apprenticeship Services. This includes data on the performance of apprentices/learners who receive IAG, apprentice/learner feedback after Induction, mid-programme and end of programme and also a range of employer feedback at 3-monthly intervals throughout the year.

All feedback is treated confidentially and all negative feedback is actioned and followed up to ensure a satisfactory conclusion.

Our evaluation is used to compare our service year on year and feeds into Quest Training's on-going Self-Assessment Process and also into our SAR and QIP.

This Policy will be reviewed as part of our on-going quality assurance process.

Related Policies, Procedures and Processes

- Staff Code of Conduct Policy
- Equality, Diversity and Inclusion Policy
- Data Protection Policy
- Safeguarding Policy
- Prevent/British Values Policy
- Quality Improvement Policy
- Staff Training & Development Policy
- Apprentice/learner and Employer Complaints Policy and Procedure
- Initial Assessment of Prior Learning Policy
- Reasonable Adjustments and Special Considerations Policy

I confirm that this Policy is authorised and approved by Abbie Fulks – Managing Director.

Signature: 

Date: 19/3/2025

Implementation date: 28/3/25

Date of next review: March 2026