



Information, Advice and Guidance (IAG) Policy

Approved by:	Liz Lee
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Information, Advice and Guidance (IAG) Policy

This policy should be read in conjunction with other Amacsports Ltd policies and guidance including: Equality and Diversity Policy, Data Protection Policy, Safeguarding Children and Vulnerable Adults Policy, Quality Assurance Policy, Staff Development Policy.

Introduction

Amac provide an independent information, advice and guidance (IAG) service to anyone who wishes to study one of our courses. This includes any potential new students/clients or those already in-learning with us.

We endeavour to provide high quality IAG to help employers and students to make informed choices about the training courses that are right for them. The IAG process is a continual process throughout the learning journey.

Aims

Amac achieved the matrix standard and strives to provide information, advice and guidance that promotes the value of learning to students of Amac, prospective students and employers of other organisations representing current or prospective students.

Our IAG reflects the Amac values that staff are passionate about education and enabling our students to reach their full potential. We seek to develop the self-confidence, emotional literacy and communication skills of students. We value new approaches and ideas and seek new opportunities and solutions to meeting the IAQ needs of our students, employers and organisations.

Delivery

The policy applies to all enquiring, enrolled and past students at Amac. For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes.

The following definitions have been used:

- **Information** – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.
- **Advice** – this involves: helping a student understand and interpret information providing information and answers to questions and clarifying misunderstandings understanding their circumstances, abilities and targets advising on options or how to follow a given

course of action identifying needs – signposting and referring students who may need more in-depth guidance and support.

- **Guidance** – aims to support students to: better understand themselves and their needs, to confront barriers to understanding, learning and progression to resolve issues and conflict, to develop new perspectives and solutions to problems, to be able to better manage their lives and achieve their potential.

Amac’s courses include several elements that relate to IAG including soft skills development relating to the following areas.

Category	Soft Skills Outcome
Interpersonal	Communication skills Presentation skills Professional behaviour
Intrapersonal	Values and principles Emotional literacy Self-confidence
Business Skills	Workplace ready Business & marketing skill Project management skills

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

- the range of support available on course
- fees and other financial charges associated with a course of study
- course entry criteria, qualifications, accreditation and format of study
- impartial careers advice and guidance
- personal goals, aspirations and motivation while on course
- guidance to its current students to discuss progression courses and opportunities

What students/employers can expect

- A service delivered to recognised national standards.
- A clear explanation of the information, advice and guidance offered by Amac.
- Staff who will treat them with respect and dignity.
- A timely response to requests for information.
- Up-to-date information on courses and training
- Information on the cost of training, and any funding which may be available.
- All information about them will be treated in accordance with the Data Protection Act.

Assessment Review and Evaluation

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

- the information, advice and guidance services are delivered in accordance with this IAG Policy.
- the IAG standards are delivered in accordance with this IAG policy and as contained within the Matrix Quality Standard.

Amac continues to have the matrix standard kite mark for IAG and we review and evaluate our service annually to achieve the 3 year re-accreditation. Impact data for IAG is collected in a number of ways including data on the performance of students who receive IAG, employer and student feedback. This information feeds into Amac's annual self-assessment report.