

Information Advice and Guidance (IAG) Policy

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1. Introduction



This document sets out Educationwise Academy's approach to providing high-quality, impartial Information, Advice, and Guidance (IAG) to all learners, prospective learners, and employers across our range of educational programmes, including apprenticeships, commercial training, and other funded learning pathways. Our IAG services are designed to help learners make informed decisions, achieve their qualifications, and progress in their chosen career or personal development paths.

Our aim is to deliver IAG services that meet the highest standards, supporting learners' personal and professional development, while adhering to nationally recognised IAG quality standards.

2. Principles of IAG

Educationwise Academy is committed to delivering IAG services in accordance with the following principles:

- **Impartiality:** We provide unbiased advice that supports each learner's individual needs and goals.
- **Accessibility:** Our IAG services are readily available to all learners, regardless of background, ability, or programme type.
- **Quality:** We ensure that all learners, across all programmes, receive current, accurate, and relevant information throughout their learning journey.
- **Confidentiality:** We respect the confidentiality of all learners, employers, and partners.
- **Learner-Centred:** Our IAG services focus on helping all learners explore their potential and make informed decisions about their future, whether in further education, training, or employment.

3. What Information, Advice, and Guidance We Provide

Educationwise Academy offers a comprehensive range of IAG services to:

- **Support Learning:** Helping learners across all programmes select the right courses, modules, or career pathways based on their skills, aspirations, and needs.
- **Support Progression:** Providing guidance on future career opportunities, further qualifications, or personal development opportunities.
- **Personal Development:** Through our Blossom platform, all learners can access courses designed to improve their soft skills and employability.

4. Who Provides IAG?

Our IAG services are delivered by qualified and trained staff, including:

- **IAG Advisors:** Suitably trained to provide relevant and impartial advice for all types of learners.
- **Tutors and Trainers:** Offer ongoing guidance throughout the learner's journey, including progress reviews, one-to-one support, and assistance with overcoming barriers to learning.
- **Mentors:** Where applicable, learners may be allocated a mentor to support them in both workplace settings (for apprentices) and in personal development (for other programme types).

Educationwise Academy ensures that staff involved in providing IAG have the necessary knowledge and skills to offer effective advice.

5. Learner Journey and Support

Throughout their learning journey, all learners can expect IAG services at key points, including:

- **Initial Assessment:** Using tools such as Cognassist and PASS Functional Skills, we assess learners' needs and preferences to provide tailored support.
- **Enrolment:** Learners across all programmes receive a full introduction to our platforms (e.g., OneFile, Blossom) and guidance on how to use them effectively.
- **Progress Reviews:** Regular reviews are conducted to assess progress, discuss goals, and identify future learning or career pathways.
- **Ongoing Support:** We provide additional assistance if barriers to learning arise, including extra time or breaks in learning when necessary.

6. Confidentiality

Educationwise Academy is committed to maintaining the confidentiality of all learners, employers, and staff. Information shared through our IAG services will be kept confidential unless explicit consent is provided, in line with the Data Protection Act and other relevant legislation.

7. Monitoring and Review

We actively gather feedback from learners across all programmes and employers on the effectiveness of our IAG services to ensure continuous improvement. This policy, along with the IAG services, will be reviewed annually to reflect any necessary changes and improvements.