

## Information Advice and Guidance (IAG) Policy

Information Advice and Guidance Policy	
Version No	2
Operational from	September 2025
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Review date	September 2026

## Purpose

Educationwise is committed to providing high-quality, impartial Information, Advice, and Guidance (IAG) to all learners, prospective learners, and employers across our apprenticeships, commercial training, and funded learning programmes.

Our IAG services are designed to help learners make informed decisions, achieve their qualifications, and progress into sustainable careers or further learning. They also ensure that employers receive accurate and up-to-date information to support workforce development.

Educationwise is **accredited to the nationally recognised matrix Standard**, demonstrating our commitment to continuous improvement and delivery of high-quality IAG services.

Educationwise aims to embed IAG throughout the learner journey and to align practice with both statutory requirements and best practice benchmarks.

## Principles of IAG

Educationwise delivers IAG services based on the following principles:

- **Impartiality:** Advice is unbiased and focused on the learner's or employer's needs and goals.
- **Accessibility:** Services are inclusive and available to all, regardless of background, ability, or programme type.
- **Quality and Accuracy:** Information provided is current, relevant, and regularly updated.
- **Confidentiality:** All information is treated in line with the Data Protection Act 2018 and UK GDPR.
- **Learner-Centred:** IAG is tailored to support learners in exploring their potential and making informed decisions.

## What Information, Advice, and Guidance We Provide

Educationwise provides IAG to:

- **Support Learning:** Helping learners choose appropriate programmes or modules to match their skills, aspirations, and needs.
- **Support Progression:** Advising on next steps including further training, higher-level qualifications, or employment opportunities.
- **Personal Development:** Providing access to soft skills and employability training through the Blossom platform, available to all learners.
- **Employer Engagement:** Ensuring employers have clear information on apprenticeship requirements, funding, and progression pathways for their staff.

## Who Provides IAG?

IAG at Educationwise is provided by staff who are trained and supported to give accurate and impartial advice. This includes:

- **Tutors and Assessors:** Provide ongoing guidance during teaching, learning, and assessment, including reviews and one-to-one support.
- **Programme Coordinators and Support Staff:** Help learners and employers with enrolment, progression, and navigating systems such as OneFile and Blossom.
- **Commercial Team:** Provide information and guidance to employers and prospective learners during recruitment and onboarding.
- **Mentors and Workplace Supervisors:** Where relevant, support apprentices and workplace learners with career development and progression.

Educationwise ensures that all staff involved in IAG receive appropriate training and CPD to keep their knowledge current.

## Learner Journey and Support

Learners will have access to IAG at key points including:

- **Initial Assessment:** Diagnostic tools such as Cognassist and PASS Functional Skills are used to identify learner needs and provide tailored support.
- **Enrolment:** Learners receive guidance on how to access platforms such as Maytas and Blossom, and an overview of the support available.
- **Progress Reviews:** Regular reviews take place to assess progress, set goals, and explore progression pathways.
- **Ongoing Support:** IAG is available throughout the learner journey to address barriers, support additional needs, or discuss career opportunities.
- **Exit/Next Steps:** Learners are supported to plan their next stage, whether employment, further learning, or personal development.

## Confidentiality

All IAG services are confidential. Information will not be shared without consent unless required by safeguarding, legal, or regulatory obligations.

## Monitoring and Review

Educationwise actively gathers feedback from learners and employers to evaluate the effectiveness of its IAG services. The Senior Leadership Team monitors IAG provision through internal quality processes, ensuring it meets the needs of learners, employers, and external standards.

This policy and associated procedures will be reviewed annually and updated as required.