

This policy should be read in conjunction with other Appris policies and procedures including Equality and Diversity Policy, Data Protection Policy and Safeguarding Policy.

Introduction

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

We endeavour to provide high quality IAG to helps 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

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

Delivery

The policy applies to all enquiring, enrolled and past apprentices at Appris. 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 candidate or existing apprentice 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 candidates 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.

Assessment Review and Evaluation

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

- the information, advice and guidance services are delivered in accordance with this IAG Policy.

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Information, Advice and Guidance (IAG) Policy

- the IAG standards are delivered in accordance with this IAG policy and as contained within the Matrix Quality Standard.

Appris 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. This information feeds into Appris' annual self-assessment report.

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