



## **Information and Guidance Policy**

Riverside Training (Spalding) Ltd Training is aware of the importance of effective IAG delivery. It is important for each staff member to understand that they must not offer guidance in areas outside of their occupational competence.

Our IAG policy will outline how IAG is provided, who is competent to provide it and when. IAG is available to learners and companies free of charge throughout the duration of their enrolment. Staff may offer information and advice by engaging learners with the web based resources and advice on pre – determined areas where said member of staff is authorised as occupationally competent.

Information advice and guidance must be provided to each learner upon request but should be discussed irrespectively at the following stages:

- Initially during learner induction
- 12 week reviews when you review how things are progressing with your assessor and employer if applicable.
- When the learner finishes
  1. It is policy that any IAG request be acknowledged and recorded via email, telephone or mail within 24 hrs from receipt and a response or signposting must be performed within 5 working days from initial request.
  2. All IAG requests must be recorded, and retained by the IAG Coordinator upon completion, with a note of the request retained in the learners file. The record will serve to demonstrate that Riverside Training (Spalding) Ltd has delivered against its time



frame commitment. It will not be required to note the request specifically if it has any possibility of breaching the confidentiality policy

**Riverside Training (Spalding) Ltd will:**

- Provide information about our courses, their characteristics including cost to employer.
- Provide information regarding course funding and criteria.
- Provide information about other local training courses and support services.
- Signpost and refer people to other training services and support services.
- Provide a description of our IAG service.
- Keep up to date a display of leaflets and brochures from other local training providers (or web links).
- Provide help with writing CVs.
- Provide web based access for learners out of centre, to use for both learning as well as accessing local training and support services.
- Provide advice on possible careers related to our training courses.
- Offer basic skills and learning styles assessments and to signpost where these will assist in achievement and progression.



**Riverside Training (Spalding) Ltd will not:**

Provide other information about our company (apart from that relating to course characteristics).

- Provide advice or opinion about other local training courses and support services.
- Provide information about training courses and support services outside our geographical area.
- Provide internet access for reasons other than carrying out learning and assessment and allowing learners access to other training and support services.
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- Provide any advice and guidance relating to personal relationships and difficulties other than signposting to qualified services providers.