



## Information Advice and Guidance (IAG) Policy

### Policy Statement

Skillnet, as an approved SFA provider of vocational learning from entry level upwards will provide appropriate impartial Information Advice and Guidance service to potential candidates, current learners and employers at the initial contact and recruitment phase, whilst participating on programmes, and on exit from programmes.

### Aims and Objectives of the Skillnet Information Advice and Guidance Service

1. To provide impartial information advice and guidance to potential candidates, existing learners, employers and parents which:
  - a. Results in retention and achievement rates of over 87%
  - b. Progression (intermediate to advanced apprenticeship) rates in excess of 85%
  - c. Applicant satisfaction survey results in excess of 95%
  - d. Learner satisfaction survey results in excess of 95%
  - e. Employer satisfaction survey results in excess of 90%
  
2. All learners to:
  - a. Have an individual interview and receive career information advice and guidance.
  - b. Receive an initial assessment
  - c. Agree an Individual Learning Plan that accounts for learners specific needs.
  - d. Have their progress reviewed every 12 weeks at a minimum and be offered impartial IAG and referral advice.
  - e. Receive IAG information on progression and career development advice at end of training.

### Scope of the Skillnet Information Advice and Guidance (IAG) Service

The Skillnet IAG Service will apply to applicants who apply for, and learners who participate, on Skillnet programmes.

### Description of the Skillnet Information Advice and Guidance Service

Skillnet provides all its applicants and learners with free and impartial Information Advice and Guidance in relation to training and working in the Motor Vehicle sector. Information Advice and Guidance is embedded with Skillnet programmes and delivered over four stages:

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1. As part of the application process in order to assist applicants in making the right choices of suitable Skillnet motor vehicle training programmes and referring applicants who do not currently meet eligibility and/or entry requirements.
2. At the commencement of Skillnet programmes via comprehensive information at induction, and the use of initial assessment to agree appropriate individual learning plans
3. During the period of training as part of Skillnet's strategy to retain learners, on programmes, and to provide appropriate and ongoing guidance that gives learners the best opportunity to complete the agreed qualifications / framework
4. On exit from Skillnet programmes to support learners to progress into relevant employment, higher education, or to further advance their motor vehicle career prospects

**Skillnet provides the following resources in respect of delivery of the IAG service:**

1. Information of opportunities and programmes in relation to the Motor Vehicle industry.
2. Guidance on the right provision following an assessment of training needs
3. Pastoral support and guidance on-programme to assist retention of learners
4. Information available from each of our colleges on additional support available
5. Information and advice on career enhancement or other training options during and on completing Skillnet programmes
6. Staff with the relevant knowledge and experience.

**Responsibilities**

Skillnet Recruitment Consultants and Skillnet Assessors are responsible for providing information advice and guidance to prospective applicants on recruitment to Skillnet Programmes. Assessors, Tutors, Female Mentors, Programme Managers and Training Centre Managers provide learners with on programme support to retain learners and enable them to successfully complete their qualifications / programme frameworks. Assessors and recruitment advisers provide learners with guidance on exit from Skillnet programmes in relation to employment opportunities and career advancement.

Skillnet Managers such as Programme Managers, Recruitment Manager, Audit and Compliance Manager, Internal Verification Manager and Directors have responsibility for line managing the front line IAG services.

**Quality Assurance & Evaluation**

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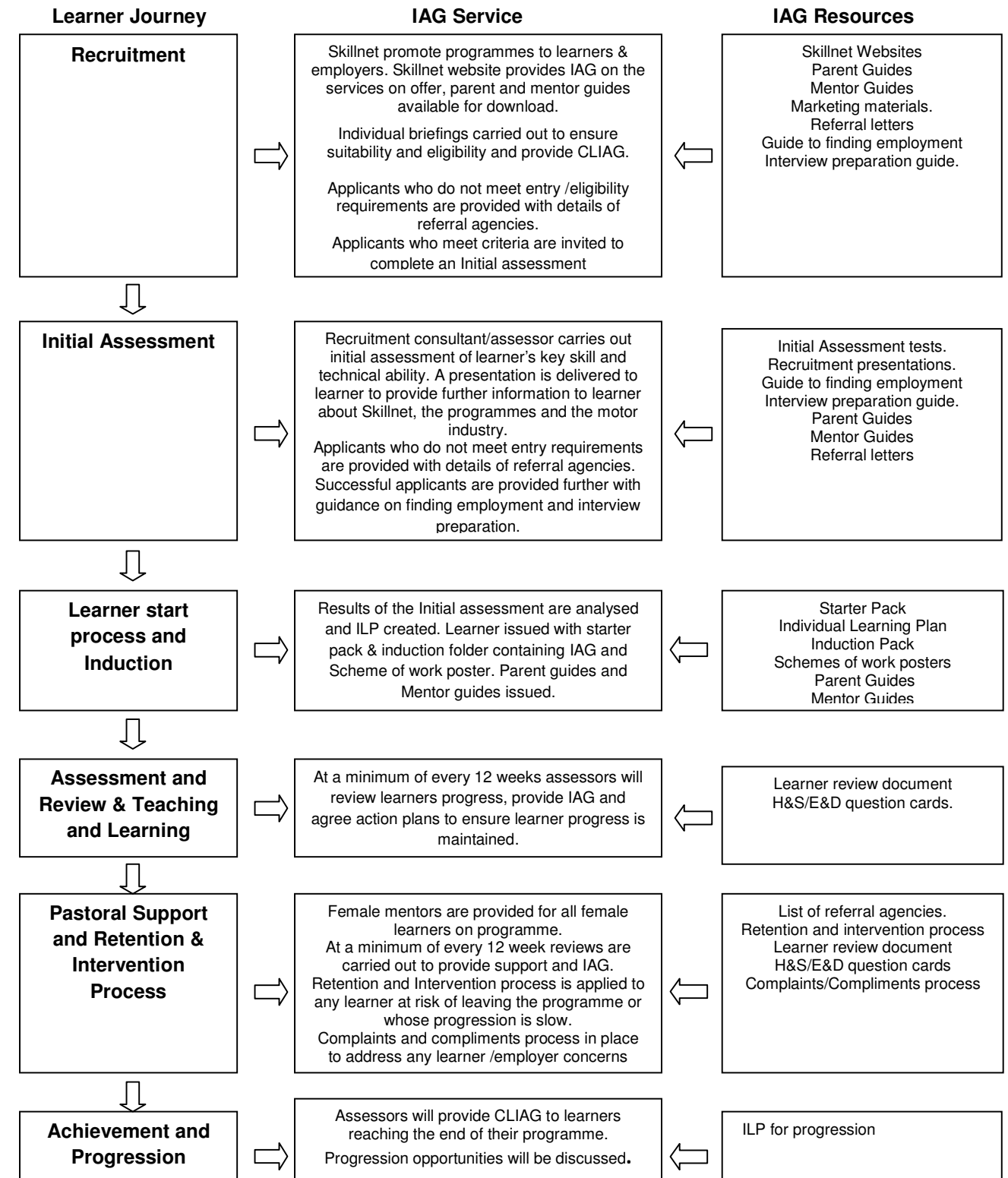


The provision of IAG services is quality assured via the collection and analysis of participant feedback, and analysis of key performance data in respect of learner retention achievement and progression. Skillnet Line Managers will be responsible for monitoring the front line delivery, including the observation of the IAG service, and identifying areas for continuous improvement.

The outcomes from feedback and from Skillnet Managers will be subject to discussion at routine Skillnet Continuous Improvement Group (CIG) meetings and Management Meetings.

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## The Learner Journey and related IAG service.



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