

Information, Advice and Guidance (IAG) Policy

Version	1.2	Approved by:	
Date published	09/10/2025		
Review period	Annual		
Related legislation and/or standards	Matrix Accreditation, Equality Act 2010		

Policy Statement

We are committed to delivering a high-quality, free and impartial information advice and guidance (IAG) service to enable current or potential learners to make informed decisions about their qualification choice, future employment and career development.

Objectives

Our objectives are to:

- provide IAG so that learners can choose the correct qualification based on their intended career goals.
- ensure the qualification chosen is realistic and achievable.
- signpost the learner to alternative providers, funding opportunities or support services where appropriate.

Our Service

We will:

- provide accurate and up-to-date information, advice and guidance to help people make informed decisions. If we are unable to give you the information, advice, and guidance you need, we will, wherever possible, refer you to an alternative source of information.
- treat everyone fairly, with dignity and respect regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation, or any other irrelevant distinction.
- be confidential and not use the information given to us in any way other than we state and only allowing access by authorised staff who need to see this information as part of their work. We will abide by the Data Protection Act 2018 principles and uphold the requirements as stated in the UK GDPR regulations.

Maintaining the Quality and Improvement of our Services

We will:

- ensure that, if applicable, every member of our team possesses or is working towards a recognised qualification required for their position.
- ensure that employees and associates have the abilities, understanding, and attitudes necessary to protect and advance the wellness of individuals with whom we interact.
- be dedicated to removing both indirect and direct forms of discrimination as an employer and service provider.
- seek feedback to make sure we're fulfilling learner enquiries in an effective way.
- handle any concerns in a timely, professional, and compliant manner in accordance with our complaints policy.

Version History

Version	Reason for publication/change	Date	Author
1.0	Initial publication	15/05/2023	AC
1.1	Added review period	18/10/2024	AC
1.2	Changed review period to annual, no changes.	09/10/2025	AC