

| <b>INFORMATION, ADVICE &amp; GUIDANCE POLICY</b> |             |
|--------------------------------------------------|-------------|
| <b>Date to be implemented from:</b>              | August 2026 |
| <b>Date to be reviewed by:</b>                   | July 2027   |
| <b>Version No:</b>                               | v11         |
| <b>Lead responsibility:</b>                      | Director    |

| <b>Distribution to:</b> |                                 |
|-------------------------|---------------------------------|
| All Staff               | ▪                               |
| SLT only                | ▪                               |
| Teaching Staff/Tutors   | ▪                               |
| Administration Staff    | ▪                               |
| Other (please specify)  | ✓ Learners, Visitors & Partners |

| <b>Key Contacts:</b> |                     |
|----------------------|---------------------|
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|                      |                     |

**This Policy supersedes any previous Policy of this name or instructions  
that pre-date this edition.**

# INFORMATION, ADVICE & GUIDANCE POLICY

## 1 Policy Statement

Barrett-Bell Ltd affirms that Learners have a right to support regarding Information, Advice and Guidance (IAG) whether planning to study, studying and leaving Barrett-Bell Ltd. Barrett-Bell Ltd supports Learners in achieving their aspirations, including their study and career goals and provides up to date Management Information that could affect access to the occupational area and future trends in the area.

## 2 Principles

The purpose of this IAG Policy is to focus is on helping Learners make informed choices aligned with their aspirations and the changing job market.

- 2.1 This Policy applies to all Learners within Barrett-Bell Ltd.
- 2.2 For the purposes of this Policy the terms Information, Advice and Guidance (IAG) and careers are used as an umbrella term to denote a range of guidance activities and processes provided throughout the Learner journey.
- 2.3 In the delivery of IAG, Barrett-Bell Ltd supports Learners in making decisions about their career paths and career planning based on their individual needs, circumstances and interests which are recorded in the ILP.
- 2.4 Barrett-Bell Ltd considers the job trends in this occupational area and the challenges in the industry. Learners will have access to guidance interviews, work experiences and information on various educational and career pathways.
- 2.5 Barrett-Bell Ltd monitors local and national drivers for change so up to date information. Is always available We will support our Learners and potential learners with impartial information and advice that helps them to make self-determined choices about learning and progression.

## 3 Process

Barrett-Bell Ltd believes that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of others in accordance with our Single Equalities Policy which should be consulted in liaison with this IAG advice.

- 2.1 A successful careers guidance programme is reflected in higher numbers of Learners progressing to positive and sustained destinations such as trainees and technical routes, FE colleges, universities and/or employment.
- 2.2 Learners will receive personalised support and guidance interviews with professionals and experienced people who work in industry, both internal and external, to help them navigate significant career choices.
- 2.3 The key aims are to:
- empower and support Learners to achieve success and career goals and to develop independence in their decision making
  - increase participation and knowledge of Learners at all levels of ability
  - support Learners by increasing their employability skills and their chances of sustainable employment
  - ensure that the delivery of IAG within Barrett-Bell Ltd is responsive to changes and developments both internally and externally (eg. including changes to the construction market and gas engineering sector, fitness and personal training)
  - work proactively and collaboratively internally and with partners to enhance the effective delivery of IAG
  - identify and work in partnership with external organisations to inform and enhance the programmes
  - inform Learners about the various routes to employment, including traineeships, higher education, volunteering and direct entry into the workforce
  - support the improvement of Learner's completion and progression rates
  - actively seek opinions of Learners in order to improve the quality of the IAG input
  - Provide Staff with effective IAG training to enable them to develop their knowledge, skills, understanding and expertise
  - promote the provision of information, advice and guidance that meets the MATRIX standard
- 2.4 IAG/careers work may be delivered within lessons, by individual or group face to face contact, by printed materials or on-line sites, or via telephone or text tutor help calls and by internet sites or social media. Barrett-Bell Ltd may signpost Learners to sites or other organisations that would support the Learner journey.
- 2.5 Senior Leaders will produce and regularly review the annual SAR/QIP and MATRIX Plan to ensure IAG is an integral part of the delivery.

- 2.6 Staff are required to ensure they keep up to date with changes in the industry sector they are working in. Staff must engage in IAG/careers training as appropriate.
- 2.7 It is the responsibility of all Staff to ensure that all Learners are provided with access to accurate IAG and pathways to achieve success. Where Staff feel that they do not have the expertise in a particular field then it is incumbent upon the Staff to research the area, inform the Senior Leadership and where appropriate refer the Learner to additional IAG guidance from external sources.
- 2.8 All Staff will raise awareness of IAG so that Learners know what they can expect and how to access support and information by:
- All Staff will provide timely and targeted IAG to Learners at key points/transitions along the Learner journey (especially at Induction, Review and Prior to moving on)
  - Barrett-Bell Ltd will deliver 'neutral guidance' and signpost all options to Learners
  - IAG will be provided that recognises and is responsive to diverse and individual needs
  - Barrett-Bell Ltd will make clear in all promotional material the opportunities available to Learners
  - Barrett-Bell Ltd will ensure all our information and advice (including online) is personalised, accessible, accurate, up to date and applies innovative technology
  - Barrett-Bell Ltd will provide opportunities for Learners to access advice and guidance in a variety of ways including group discussion forums, tutorials, email and electronic methods
  - Barrett-Bell Ltd Staff will encourage, analyse and act on Learner and Staff feedback regarding IAG
  - Barrett-Bell Ltd will ensure all Staff have the training, skills, competency and knowledge appropriate to their roles and have current knowledge of IAG and the industry

## **4 Leadership Strategies**

Barrett-Bell Ltd SLT will monitor the quality of IAG delivery and work towards meeting the MATRIX criteria as best practice.

- 4.1 Improving Leadership and Management by:
- defining measurable aims and objectives and SMART targets which support the organisational strategic aims
  - providing clear leadership and direction within the legal and good practice

framework

- promoting equality and diversity and access for all Learners
- ensuring impartiality, confidentiality and professional integrity
- ensuring outcomes are maximised and recognising them as a measure of success for Barrett-Bell Ltd
- ensuring Staff are appropriately supported and trained to deliver information and advice that meets the MATRIX standard
- ensuring the Staff and Learner voices influence the development and delivery
- establishing effective links with partners and expect shared high standards

#### 4.2 Improving Service Delivery by:

- ensuring Learners are clear about expectations of all parties
- delivery is effective and meets the aims and objectives
- providing IAG that is neutral, impartial and objective
- providing guidance free from stereotypes
- providing current information about the job market, including growth areas, required qualifications, salary expectations and employer needs
- enhancing Learner's employability skills
- helping Learners navigate their concerns about any barriers to career progression.
- ensuring Personal Development opportunities are available
- signposting appropriate options and other supportive agencies
- signposting to alternative provision prior to course where Learners are not ready for the course
- supporting Learners with recruitment processes and applications for work or further training
- supporting Learners to take responsibility for making their own decisions
- providing appropriate resources including access to ICT

#### 4.3 Ensuring appropriate resources by:

- ensuring resources are appropriate and effective
- ensuring resources, materials, equipment and protective clothing are safe
- ensuring all resources are suitable for all Learner needs and abilities
- providing appropriate access to ICT
- clarifying the skills, knowledge, competencies and qualifications required to impart effective IAG
- providing accurate and up to date MIS and resources accessible to all Learners

- supporting Staff in undertaking CPD, including effective Induction and Performance Management systems and IAG specific qualifications
- 4.4 Ensuring continuous improvement by:
- defining Barrett-Bell Ltd expectations of quality and disseminating it to all Stakeholders
  - measuring, monitoring and evaluating Barrett-Bell Ltd's performance and setting targets for improvement
  - using data about delivery and outcomes to improve achievement and inform planning
  - ensuring delivery meets modern sector requirements
  - providing up to date information on the trends within industrial sectors related to the course being delivered
  - using robust Performance Management to ensure Staff meet expectations and provide training and CPD strategies to raise performance
  - responding to feedback and addressing any areas for improvement
  - ensuring partners meet Barrett-Bell Ltd's expectations of quality

## **5 Learners Responsibilities**

All Learners must ensure they understand the technical needs of their industry (gas engineering or fitness). Crucially, they must also understand what good customer service requirements are in a modern, diverse community and the value of accurate record keeping and good communication skills.

- 5.1 Where any Learner is not completing their course in an appropriate way or does anything that could compromise the safety of themselves or others, then specific interventions regarding suitability for employment in the (gas or fitness) industry must be implemented.
- 5.2 Learners will be encouraged to engage with Careers events including the National Careers Week which provides a platform to highlight diverse career paths and encourages Learners to explore their options with confidence.
- 5.3 The national careers system in England is overseen by the CEC, which delivers improvements in careers provision, in line with the Gatsby Benchmarks. The National Careers Service continues to provide free impartial information, advice and guidance on careers, skills and the labour market to adults and young people aged 13 years and over.

## The Career Development Institute's Career Development Framework:

