

References:

- A. Matrix Standard 16 May 23
- B. Ofsted - Education Inspection Framework (EIF) 1 Sep 23

Introduction

1. As a training provider, the provision of IAG is fundamental to the service that Lewtay provides. This policy details with how Lewtay Training Ltd (Lewtay) will provide robust, impartial, unbiased and effective IAG to meet the needs of our staff and service users¹ and in turn, the requirements of References A & B.
2. Providing such IAG will allow our service users to make well informed and realistic decisions about their training and development needs. This will aid career progression, learning, work and life goals; workforce development and an individual's ability to support those thinking about or undertaking learning and development (L&D) activities. It will also provide Lewtay staff with the necessary IAG for them to carry out their tasks, duties and to develop and progress their careers.
3. The provision of Lewtay's IAG will be overseen by the Centre Manager, support by all staff commensurate with the role and responsibilities. An individual's IAG responsibilities will be detailed in their Job Description.

IAG Objectives

4. The objectives of our IAG provision is to:
 - To provide impartial, unbiased IAG in a form that is easily understood by the recipient through all available resources².
 - To systematically monitor, review, evaluate our IAG provision to ensure it remains fit for purpose, is current and reliable and that our IAG service continually improves.
 - To ensure IAG is treated confidentially in accordance with the Data Protection Act 2018.
 - To ensure IAG promotes and embeds equality, diversity and inclusion throughout all the provision.
 - To signpost service users to other competent organisations/services where the nature of the query, interest or concern is out of scope of our capability/competence.
 - To ensure that the IAG provided meets with the requirements of the Matrix Standard.

IAG Provision

5. **Enquirers.** For those individuals potentially looking to undertake learning and personal development activities, Lewtay will provide free IAG covering the range of opportunities available e.g., programme choice, career planning and transition into work, and addressing the wide range of

¹ In this context 'service users' refers to anyone who Lewtay accesses Lewtay's resources. This could be a potential learner/apprentice, parent, guardian or employer.

² The resources range from our website, our social media platforms, staff members, documents, ePortfolios and other online services utilised commensurate with the business needs.

questions and concerns that might develop when considering engaging in learning. This will enable the individual to make informed and realistic decisions about their vocational and/or personal needs. The IAG offered will extend out to the parents/guardians of such individuals. Should an individual wish to take up an offer for a L&D activity, IAG will be provided to facilitate their application and sign-up.

6. For employers wishing to develop their workforce e.g., provide L&D activities including apprenticeships, and/or take on apprentices, Lewtay will provide IAG on training solutions to meet those needs. This could take the form of a Training Needs Analysis to identify, deliver or appropriately signpost employers to organisations who can provide effective training solutions. The IAG offered will also address the wide range of questions and challenges, issues and concerns that may develop during consideration and the implementation of training solutions, e.g. Funding, Off-the-Job Training, End-Point Assessment etc.

7. For those individuals seeking employment with Lewtay, comprehensive IAG will be provided for the position they wish to apply for.

8. **Learners**³ Once on a L&D programme, Lewtay will provide on-going IAG for the learner for the duration of that activity and beyond. This will be in accordance with that learner's Individual Learning Plan (ILP), the activity Delivery Plan and the associated Awarding Body delivery requirements such as 'Pearson Work Based Learning Delivery Guidance & Quality Assurance Requirements 2023 – 2024'.

9. All learners will receive an induction covering the requirements for their L&D activity, including how to use their ePortfolio and the other resources available to them, e.g., BKSB, workshops and webinars. Further IAG covering the specifics of their award (Main Aim, any associated qualification, Functional Skills, Health & Safety, Safeguarding etc) will be provided during the learner's on-programme phase, during monthly face-to-face⁴ meetings, in the quarterly reviews and in assessment feedback.

10. The IAG activities will cover a range of activities and interventions that will help individuals to become more self-reliant and better positioned to manage their personal and career development, including their current L&D activities, personal and social skills and wellbeing requirements, including Safeguarding and Prevent awareness.

11. **Employers.** For those employers who have secured a contract(s) with Lewtay, IAG will continue to be provided to address their L&D requirements as for para 6, our aim being to continue to help employers develop their own business further through focussed IAG.

12. As these employers will have staff undertaking L&D activities, IAG will be provided about their progress on programme and the support that can or is being provided. This will be in the form of monthly reports, their learner's quarterly reviews and direct contact with the learner's assessor/tutor/coach.

³ The term 'learner' applies to any individual undertaking a qualification with Lewtay Training Ltd, including those on Apprenticeships.

⁴ These may be undertaken remotely using Teams or similar mediums particularly during any disruption to normal service delivery.

13. **Staff.** To allow staff to complete their tasks and duties, IAG will be provided, initially through a comprehensive induction, commensurate with the role and responsibilities. Further IAG will be provided through regular staff meetings and briefings, regular 1-2-1s and activities such as standardisations and audits.

14. Lewtay staff are in the unique position in that they need IAG themselves, but also provide IAG to others. The majority of this provision will be from delivery staff to their learners, through the L&D activities undertaken and the feedback provided whilst on-programme⁵.

15. As part of the service delivery QA process, Internal Verifiers will provide IAG to assessors and administrative staff providing IAG as part of their overall support function to staff, learners and employers. In turn the Awarding Bodies will undertake their own checks of our service provision, including the IAG provided at all levels.

16. To maintain their ability to deliver current and reliable IAG, all Lewtay staff are to undertake regular focussed CPD commensurate with their role. Delivery staff are to undertake regular standardisation exercises for the awards they deliver and/or internally quality assure. These practices will be detailed and overseen by the Centre Manager.

Resources

17. Lewtay will use all available resources commensurate with its Strategic Business Plan to provide IAG to meet existing and future needs, e.g. Lewtay's webpage, Employee Handbook, OneFile, social media, webinars, workshops, handouts et al. All resources will be overseen by the Centre Manager, however all Lewtay staff will be expected to monitor and help develop our resources to meet our service user's current and future requirements.

Quality

18. Quality is essential to the provision of reliable, accurate and current IAG. All Lewtay staff have a responsibility to ensure that the IAG service that they and Lewtay provides, meets these criteria and the requirements of the Matrix Standard. Where this does not, they are to take appropriate action to address any issues, i.e. reporting issues to the Quality Assurance staff for the appropriate corrective action to be implemented.

19. For our learners whilst on-programme, the Award Providers delivery requirements (i.e. guided learning requirement for units, feedback on assessments and evidence submitted, regular learner reviews) and quality assurance measures (IQA & EQA checks) should ensure that effective and timely IAG is being provided.

20. However, to ensure the quality of all IAG provision, Lewtay's Quality Assurance staff, under the direction of the Centre Manager, will monitor IAG delivery. This will include observing the IAG service, identifying its effectiveness through audits and service user surveys and identifying areas for improvement. The outcomes from the Quality Assurance staff and participant feedback will be agenda items at monthly Management Meetings and team meetings/updates.

⁵ Whilst 'on-programme' regarding apprenticeship standards generally relates to the learning phase, for the purpose of this policy 'on-programme' refers to any period up to and including certification, where IAG can be provided.

21. If you have any queries about the contents of this policy, please contact the Managing Director/
Centre Manager directly on 01733 552 475 or email trish@lewtaylor.co.uk

Trish Allen-Janes

Trish Allen-Janes
Managing Director/Centre Manager

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