

Information, Advice and Guidance Policy

Policy Number	2.7.3
Title	Information, Advice and Guidance
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Introduction

Complete Lean Solutions is committed to providing high-quality apprenticeship training programs that empower individuals with the skills and knowledge required to excel in their chosen careers. This Information and Guidance Policy outlines our approach to delivering effective support and information to our learners, employers, and stakeholders.

Purpose

The purpose of this policy is to ensure that all learners receive comprehensive information and guidance throughout their training journey, promoting informed decision-making and fostering a positive learning environment. To enable employers to make realistic and informed decisions about training and development needs of their staff, that will aid career progression (such as developing learners into future leaders), help them progress, achieve and succeed and contribute to society.

Scope

This policy applies to all learners enrolled in programs at Complete Lean Solutions, as well as employers and stakeholders involved in the apprenticeship process.

Our Aim

To provide learners, employers access to IAG, which is current, up to date and easy to understand. CLS will help employers develop their business further by providing IAG on training that will meet individual employer needs, addressing any challenges, questions, issues or concerns they may have. Our policy is to ensure that our IAG covers training and learning, that includes range of activities and interventions that will help learners develop their knowledge, skills and behaviours to enable them to enhance their personal and career development.

This includes:

- Identifying learner individual needs and any additional support where required.
- Embed personalisation of learning into the learners Individual Learning plan
- Development of knowledge, skills, behaviours and understanding

Our Objectives

- To facilitate employers and learners to understand the range of opportunities that are available, such as the provision of clear information that we at CLS provide to them to be able to make realistic decisions about their current vocational or personal needs.

- **To evaluate and continuously improve our performance and measure distance travelled against:**
 - Learner responsiveness as evidenced in our learner retention, success and achievement data, which is part of the process that identifies the appropriate programme of learning (Apprenticeship), initial assessment processes and target setting for learners.
 - Embedding Equality and Diversity (including Prevent and British Values), Safeguarding, functional skills into all aspects of our IAG.
 - Employer responsiveness, employer engagement and employer organisational requirements.
- To overcome any learner/employer perceived barriers and challenges to learning. Encouraging an ethos of lifelong learning, implementing effective learning and training.
- To identify individual starting points of each learner and clearly plan their development and support to enable them to meet their goals. Progress towards achievement will be measured and monitored and where appropriate, intervention will be implemented to enable the learner to get back on track.
- To further increase/improve the awareness and capability of learners in development of knowledge, skills and behaviours that increases their prospects/opportunities with their Employer/Employers. To include:
 - Health & Safety
 - Equality & Diversity
 - Maths & English
 - Teamwork Skills
 - Communication Skills
 - Self confidence
 - Digital skills
 - Implement improvements using Lean Tools and Techniques
 - Solving problems using Lean methodology

Apprentice Learner Journey

CLS will provide all learners with pre -entry communication sessions, outlining the specific apprenticeships/training available to them, where CLS will support to ensure each learner is on the correct qualification/progression pathway.

CLS will ensure that information and guidance is communicated effectively through various channels, including:

- **Induction Sessions:** Conducting comprehensive induction sessions for new learners to familiarise them with the program and support services.
- **Online Resources:** Providing access to an online portal where learners can find relevant information, resources, and support.
- **Feedback:** On programme, advice on learner support is readily available, feedback plays a pivotal role which is particularly important during Learner Progress Reviews.
- **Destination:** Further learning is encouraged, and advice is given on next progression steps, how to access courses / programs.

CLS Staff IAG

Aim

To provide CLS staff with effective IAG to enable them to continually develop their knowledge, understanding and expertise in specific areas, to be able to perform their job role effectively and become an asset within CLS' culture.

Objectives

- All CLS staff have thorough understanding of the IAG policy in terms of aims, objectives and procedures.
- All CLS staff are committed to equality and diversity, understand confidentiality issues, learner support and health and safety including safeguarding.
- To enable staff to recognise the extent of their own competencies and direct them to the most appropriate internal or external sources who can support/address individual CPD (Continuous Professional Development) needs, as per our training matrix requirements.
- To evaluate and continuously improve our performance, measuring distance travelled against:
 - a. Staff Retention
 - b. Staff continuous professional development
 - c. Staff performance reviews/appraisals
 - d. Key performance Indicators
- To continue to develop effective strategies and take effective action to improve the company performance through our employees.
- To continue our hard working and team ethos.

We will ensure that our staff:

- Will treat you with respect
- Ensure they offer you impartial information, advice and guidance at all stages of your learning journey, these include pre-entry, induction, on-program and support on exit.
- To provide impartial information, advice and guidance to all learners that enables them to make informed choices about their options and next steps in relation to their chosen course program/s and career aspirations.
- Establish effective communication with learners and potential learners.
- Supply information materials to learners and potential learners.
- Assist learners and potential learners to clarify their requirements.
- Identify a range of options for achieving learner requirements.
- Maintain and improve information materials.
- Ensure confidentiality (exception being in cases of safeguarding discloses where confidentiality cannot be maintained for legal reasons)
- Have developed current occupational competence, undertaken specific training to provide you relevant/ up to date knowledge and understanding.

Measurements of success of our IAG Policy

- Measurement against the national targets for learner retention, success and achievements of qualifications, End point assessments.
- Review annual plan
- Review employer and learner feedback
- Retain Matrix accreditation

Conclusion

This Information and Guidance Policy is designed to create a supportive and informative environment for all learners/employers at Complete Lean Solutions. By providing clear information and personalised guidance, we aim to enhance the learning experience and promote successful outcomes for every learner.