

Information, Advice and Guidance Policy

Lomax Training Services Limited is committed to delivering an Information, Advice and Guidance (IAG) service that provides a range of opportunities for learners, employers and partners to make informed choices about their training and development needs.

Relevant staff will be qualified to levels 4 or 5.

The Lomax Training Services Limited IAG service is delivered:

- Career events choosing a programme with Lomax Training Services Limited or any other provider, that is most suited to the learners needs particularly in terms of location, content, level, delivery style, costs, qualification, entry requirements, support available, etc.
- At Induction key information and advice related to the programme
- In-Learning via learner progress reviews, advice on learner support available, possible progression routes. For the employer, regular updates.
- Post-Learning via final progress review, exit interview and learner questionnaire to identify further learning opportunities.
- At any time referral to other agencies and training providers for advice on careers, work and learning that may be outside the scope of what Lomax Training Services Limited is able to provide

To ensure that IAG services are accessible to all and are of high quality, we will:

Maintaining the Matrix IAG quality mark and ensure that IAG services meet the standards within this framework

- Ensure that marketing, promotional and information materials are comprehensive, accessible and available in a range of formats
- Monitor the effectiveness and improve the quality of IAG via:
 - a. Employer, Customer feedback
 - b. Staff feedback
 - c. Partner feedback
 - d. Analysis of outcomes for learners
 - e. Annual review, renewal & update of information materials

IAG Aims

All Lomax Training Services Limited staff involved in the delivery of the IAG service are expected to support current and potential learners, employers and partners to make informed choices by giving IAG that is:

- **Impartial:** We will help learners look at what other providers are offering. They will be told how to find out more – perhaps given a phone number or website address.
- **Confidential:** Nothing from the discussion will be shared with anyone else without the learner's knowledge or permission
- **Fair:** Learners will be treated fairly and equally, in line with the Lomax Training Services Limited Training Equality, Diversity Policy
- **Transparent:** Learners will be told what will happen. If, at any time, learners do not understand what is going on, they will be encouraged to ask their tutor/assessor to explain.

IAG Outcomes

1. To provide impartial information, advice and guidance to learners at all stages of their learning journey, these include pre-learning, induction, in-learning and post-learning on exit
2. 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 programme/s and aspirations
3. To provide support that enables learners to develop their career planning and their self and opportunity awareness
4. To achieve nationally recognised qualifications
5. To make a positive progression into employment or further learning and/or training

In delivering these objectives Lomax Training Services Limited staff will:

- Establish effective communication with learners and potential learners.
- Identify information requested by 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
- Enable learners and potential learners to select a course of action based on local market information

- Maintain and improve information materials

OPERATIONAL PROCEDURES

The process flow diagram below outlines the IAG process steps and opportunities to deliver information, advice and guidance.

Lomax Training Services Limited Information, Advice & Guidance Process

