



Information, Advice and Guidance Policy

March 2020 – Rev 03

This policy should be available to all staff and learners

1.0 Introduction and Overview

- 1.1 Simian Risk Management Limited (SIMIAN) aims to provide high quality, accurate and impartial information, advice and guidance (IAG) to existing and potential apprentices, commercial candidates, other learners, employers and other customers about the scaffolding and access courses, qualifications, industry licence to practise recognition arrangements and other support services that SIMIAN provides.
- 1.2 The provision of impartial IAG will enable both individuals and employers to make well informed and realistic decisions about employment and apprenticeship opportunities and their respective training and development needs. This will support individuals' career progression and employers' training solutions and staff development requirements.
- 1.3 All current, past and prospective apprentices, commercial candidates and other learners are entitled to appropriate and current IAG and/or assistance with course choice, career development planning and transition into employment in the scaffolding industry. The provision of IAG should directly support the progression of learners into employment, progression whilst in employment, the achievement of qualifications or improved personal outcomes.
- 1.4 The IAG service should be confidential to the individual and will meet the highest standards of equality of opportunity. IAG should be readily available to all people regardless of circumstances and background.
- 1.5 The effective delivery of IAG should result in higher retention and achievement rates on SIMIAN's various training courses and programmes.
- 1.6 Individuals and employers may be made aware of SIMIAN's IAG service through references made in SIMIAN's promotional materials, website, social media, presentations or through direct contact with SIMIAN staff at careers events, roadshows etc. in addition to attendance at training courses.

2.0 The Matrix Standard

- 2.1 SIMIAN's provision of IAG shall conform to the standards required for Matrix accreditation. SIMIAN will continually work towards maintaining its Matrix accreditation by providing IAG to national quality standards.
- 2.2 SIMIAN was awarded the Matrix Standard in 2014 and was successfully re-assessed in July 2017. A remote monitoring visit was undertaken in July 2018.

3.0 Providing IAG

- 3.1 All SIMIAN's members of staff can potentially provide IAG. Different members of staff may be involved at different stages in providing IAG for example to:
- 3.1.1 Prospective applicants on recruitment to SIMIAN's programmes.
 - 3.1.2 Providing on-programme support to retain learners and enable them to successfully complete their qualification or training programme.
 - 3.1.3 Providing exit guidance in respect of employment opportunities and career advancement.
- 3.2 Members of staff should ensure that the IAG service offered is impartial, confidential, accessible, professional and knowledgeable.
- 3.3 Where appropriate, an individual or employer should be referred to a designated SIMIAN colleague who may have relevant specialist knowledge to meet their service requirements.
- 3.4 SIMIAN will support members of staff to regularly update their skills and knowledge through a process of continuous professional development.

4.0 Types of IAG

- 4.1 SIMIAN will often provide IAG assistance relating to: -
- 4.1.1 Fees and other financial charges associated with a training programme or course of study.
 - 4.1.2 Financial assistance available to support those undertaking qualifications and training.
 - 4.1.3 Course entry criteria, qualifications, accreditations and modes or patterns of study.
 - 4.1.4 Impartial careers advice and guidance.
 - 4.1.5 Guidance to current learners to discuss progression options.

5.0 Timing of IAG

- 5.1 The provision of IAG will typically take place at key stages during a training programme or course: -
- 5.1.1 Prior to a learner formally joining a training programme or course during the application stage or recruitment and selection process to help confirm their eligibility and suitability. Applicants who do not meet the entry/eligibility requirements should be provided with details of referral agencies.
 - 5.1.2 During the training programme or course induction process, key information and advice will be issued specifically relating to the training programme or course.
 - 5.1.3 On-programme via learner progress reviews and general ongoing learner mentoring and support.
 - 5.1.4 Upon training programme or course completion and exit via an exit review and the provision of advice on possible progression routes.
 - 5.1.5 Post-learning via survey questionnaires to identify any further learning opportunities or IAG requirements.
 - 5.1.6 For employers, IAG can be made available via end of course reviews, survey questionnaires and ongoing retained client relationships.

6.0 Signposting

- 6.1 Where SIMIAN does not have the required information, the member of staff should seek the information from another source on behalf of the individual or employer wherever possible.
- 6.2 In some cases, learners and employers may need to be referred to other agencies and training providers for specific IAG on career, employment and training options that may be outside the scope of what SIMIAN is able to provide.
- 6.3 Examples of other agencies that individuals may be referred to include the National Careers Service, the National Apprenticeship Service, Jobcentre Plus etc.
- 6.4 All individuals can access independent and impartial careers advice and guidance via the National Careers Service.
- 6.5 SIMIAN will develop effective partnerships with other providers and relevant agencies to enhance the IAG service offered to individuals and employers.

7.0 Quality Assurance

- 7.1 The provision of IAG services can be quality assured via the collection and analysis of participant feedback from learner and employer surveys and forums and the analysis of key performance data in respect of learner retention achievement and progression. SIMIAN will use any formal and informal feedback to evaluate, review and continually improve the IAG service

8.0 Review

- 8.1 SIMIAN will monitor the effectiveness of its IAG provision through feedback from apprentices, other learners, employers and other clients. SIMIAN will monitor the volume of retained clients, repeat business, success rates, progression rates etc. which are all possible indicators on the effectiveness of IAG delivered.
- 8.2 This Policy will be reviewed in March 2021.