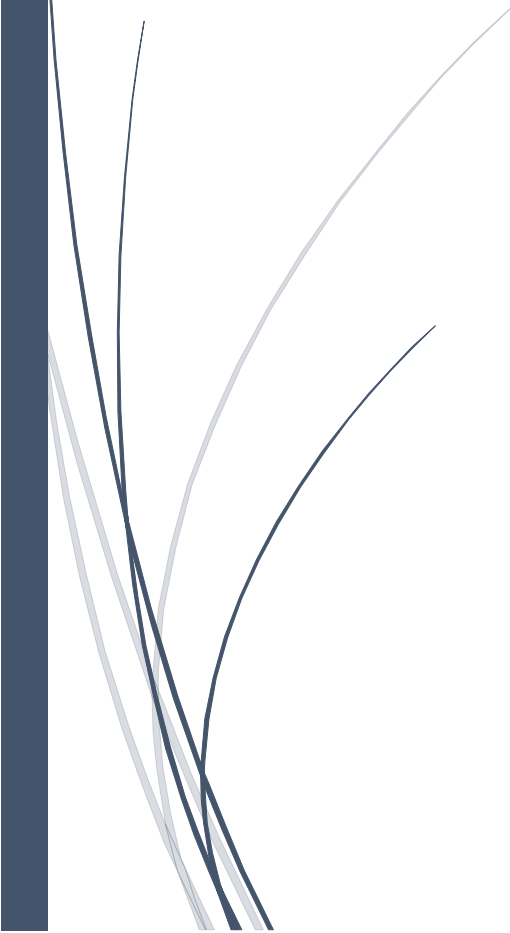




Information, Advice and Guidance Policy and Statement of Service



[2025/27]

IAG Policy and Statement of Service

It is the policy of the MI Skills Development Centre (MISDC), to ensure that all learners and employers engaged on its programmes have access to high quality impartial Information, Advice and Guidance (IAG) to support them in their choice of appropriate study programmes, linking curriculum to careers to enable them to make informed decisions, to achieve their full potential and to succeed in reaching their life goals. The Good Career Guidance Benchmarks (Gatsby) have also been adopted as part of our career's strategy.

Context:

To achieve their chosen goals, MISDC recognises a learner's need to be on the right course for a stable career programme, at the right time and with appropriate support. MISDC intends to provide appropriate Information, Advice and Guidance, free of charge, to all learners and employers within a reasonable timeframe.

Aims

- Improve the success, progress, and employability of our learners and employers through access to high quality IAG and suitable learning opportunities.
- Provide a service that is accessible to service users
- Ensure all learners and employers receive timely, accurate and quality assured information which helps them to make informed choices addressing the needs.
- To collect, use and share feedback to continually improve the IAG service.
- To support the organisation's wider goals by promoting learner progression, increasing retention, and supporting access to sustainable employment or further study.

Principles

The following principles were developed by the National IAG Board and have been adopted by the MI Skills Development Centre:

Accessible and Visible IAG services should be recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit client's needs.

Professional and Knowledgeable IAG frontline staff should have the skills and knowledge to identify quickly and effectively the client needs. They should have the skills and knowledge either to address the client IAG needs or signpost or to refer them to suitable alternative provision.

Effective Connections Links between IAG services should be clear from the client perspective. Where necessary, clients should be supported in their transition between services.

Availability, Quality and Delivery IAG services should be targeted at the needs of clients and be informed by social and economic priorities at local, regional, and national levels.

Diversity The range of IAG services should reflect the diversity of clients' needs to support adults from a wide range of backgrounds, including those with additional learning needs, language barriers, disabilities, or limited access to digital technology.

Impartial IAG services should support clients to make informed decisions about learning and work based on the client needs and circumstances.

Responsive IAG services should reflect client's present and future needs.

Friendly and Welcoming IAG services should encourage clients to engage successfully with the service.

Enabling IAG services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications for both learning and work in their future career plans.

Awareness Adults should be aware of the IAG services that are relevant to them and have well informed expectations of those services.

Values

As an organisation we value the learners, communities and local businesses and those organisations that work for and within those communities.

As an organisation we value and promote the benefits of information, advice, and guidance in supporting all people and employers to gain access to the learning, skills/upskilling and employment opportunities that enable them to reach their full potential.

As an organisation our IAG services are provided so as to enhance our ability to realise our vision, support our organisations mission and help achieve our strategic aims for our learners and SME employers.

Quality Standards

- We are committed to maintaining the matrix quality standard for Information, Advice and Guidance services www.matrixstandard.com
- We use the National Qualifications in Information, Advice and Guidance L3 and L4 as a benchmark www.city-and-guilds.co.uk. In practice this means that we expect our IAG staff to hold/attain L3 /L4 standards and expect any partners who deliver services on our behalf to meet the same standard.
- We are committed to maintaining accreditation of the Investors in People quality standard www.investorsinpeople.co.uk
- We are committed to gaining the Quality in Careers Standard

Procedures

Marketing staff will:

- Make clear in all promotional material the opportunities available to learners and employers.
- Linking curriculum learning to careers
- Ensure that all information in printed or web format is accurate and updated regularly.
- Ensure that the stocks of leaflets and other information materials are current and appropriately displayed and inclusive.
- Ensure that learners can access Information, Advice and Guidance in person, online, or via telephone and messaging tools, providing flexible access regardless of location or personal circumstances.

Recruitment staff will:

- Provide accurate and appropriate Information and Advice on all aspects of MISDC and its courses and, where necessary, signpost to appropriate alternative services.
- Learning from career and labour market information
- Arrange, if required, a follow-up call with the subject specialist or a member of the Delivery Team
- Respond to requests for information (made by email, letter, or telephone) in a prompt and efficient manner.
 - Notify senior managers of requests for courses that we do not currently offer.
 - Maintain waiting lists for courses that are full and communicate to learners when a new offering is available.
 - Attend events to offer IAG services to potential learners and their employers.
 - Refer or signpost individuals to external agencies when needs extend beyond internal provision, including careers services, mental health support, housing, or financial advice.

MISDC's Delivery Team will:

- Make learners aware of our IAG Policy during induction
- Addressing the needs of each pupil
- Provision of a stable careers programme
- Provide regular informed and impartial guidance services through individual reviews.
- Address the individual aspirations of each learner during review sessions.
- Provide guidance with further and higher education
- Support/signpost learners with any pastoral needs.

The Management Team will:

- Oversee the availability of on-course IAG.
- Ensure that marketing and publicity materials are representative, accurate and updated as necessary during the year.
- Ensure an annual review of the IAG Policy and Procedure.
- Ensure that staff are kept informed and trained on the curriculum offer and in associated products.
- In conjunction with the Management and Delivery Teams ensure that relevant events have representation to offer pre-entry IAG.
- Measure and improve the quality of IAG through various sources such as:
 - IAG observations
 - Staff feedback
 - Client feedback
 - Self-Assessment
 - Feedback from other organisations
 - Feedback from experiences of workplaces
 - Learner outcomes and destination data

MISDC will handle information in compliance with the Data Protection Act (GDPR) and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared within the organisation only.

MISDC acknowledges that, on rare occasions, it may be necessary to break the basic rules of confidentiality. These may broadly be defined as situations where the safety, rights and liberties of other people or the person giving information may be seriously at risk.

Person responsible for ensuring that this policy is implemented and reviewed in line the review dates below: Quality Team	Job Roles: Head of Curriculum & Quality Quality Improvement Officer Quality Committee
Policy created: 26 July 2008 Date of last review Aug 2025	Next Review date: August 2027