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**POLICY & PROCEDURES**

**INFORMATION,  
ADVICE & GUIDANCE**

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## 1. SCOPE

Crosby Training's Information, Advice & Guidance (IAG) service is applied to all learners who wish to participate in our training programmes.

## 2. POLICY STATEMENT

Crosby Training is committed to providing confidential and impartial Information, Advice and Guidance to all learners intending to attend our Adult Skills Funded training courses across the Liverpool City Region. We work closely with DWP and employers and partners to help fill local vacancies. We provide IAG to some learners who are further away from the world of work who need additional confidence building support. For those closer to the labour market, we give IAG for sectorised courses of bespoke training to fill skills' gaps to match current vacancies in the Liverpool City Region.

We hold the Matrix Standard - the international quality standard for organisations that deliver information, advice and/or guidance to clients as their sole purpose or as part of their wider service offer. We maintain the Standard by meeting the criteria of the 7 main elements, see below.

## 3. IAG OBJECTIVES

We have objectives in line with our strategic plan and Self Assessment Report (SAR). IAG objectives include:

- Empowering our learners to achieve their learning goals
- Supporting the improvement of our learners' retention and success rates.
- Proactively working with and collaborating with partners to ensure our learners receive an effective IAG service.
- Investing in our staff i.e., developing staff who deliver our IAG service.
- Continuously improving our provision to meet learner, employer, stakeholder and government demands.



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## 4. THE IAG STRATEGY

Crosby Training provides all participants with free and impartial Information, Advice and Guidance, which is embedded in the training programmes and delivered over four stages:

- At the application stage in order to help applicants to make the right choice of suitable training programmes and to redirect participants who do not meet our eligibility and/or entry requirements.
- At the start of the training programme with a comprehensive initial assessment to agree individual learning plans and a detailed induction.
- During the training programme reviews with learners will ensure retention and completion of the training programme and achievement of the qualification.
- At the end of the programme, the Exit interview, to help learners to progress into employment, education or further training and access our Next Steps support centre.

## 5. PROCEDURES

**When conducting IAG, staff will ensure that the service offered is:**

- Impartial, providing signposting to other providers as appropriate.
- Confidential, conforming to the Data Protection Act and the objectives of the Matrix Quality Standard for Information, Advice and Guidance Services.
- Proactive in implementing policies to promote equality, inclusion and diversity, the wellbeing, safeguarding and health and safety of all.
- Accessible and friendly and welcoming.
- Professional and knowledgeable staff trained to be able to undertake IAG activities competently and supported and encouraged to undertake continuous professional development.
- Linked with partnerships and networks with other relevant services to ensure the provision of an appropriate level of support, with effective



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connections made to partnerships offering dedicated support where required.

- Targeted at the needs of learners, staff and employers and informed by social and economic priorities at local, regional and national levels.
- Reflective of the diversity of customer needs and expectation
- Responsive to the influence of staff and customers when developing, designing and implementing programmes.

**Learners will be given support and guidance from the operation's team to support learners with:**

- Information about opportunities in the learners' industry sector
- A range of well-being resources to increase confidence and employability e.g. access to free hairdressing and beauty treatments in Crosby Training's Salon.
- Information from partner organisations about additional support available
- Access to our 'Next Steps' jobsearch support centre on completion of their Crosby Training programme.

## **6. IAG TARGETS**

- 100% improved employability by learners
- 90% of learners retained on course
- 95% pass rate
- 90% success rate (progressions)
- Overall satisfaction rated as "Good" or above by those that complete the training course
- Partner satisfaction evaluations showing overall satisfaction in excess of 95%



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## 7. MEASURING IMPACT

- The impact of IAG will be measured through monitoring the following: The standard of IAG provided is monitored through sampling and audit of ILPs, learners' qualification work and the effectiveness of IAG associated with recruitment, induction, delivery, success rates, retention, and progression to employment and other positive outcomes.
- We conduct our own internal quality assurance measures including standardisation and moderation exercises.
- Feedback from learners and employers and partner organisations.
- We continually improve our service and associated IAG to meet third party inspections including Ofsted, Matrix, and awarding organisation EV inspections (City and Guilds, Highfield Qualifications and NCFE)
- Course information and publicity materials are quality assured to assist with choosing the most suitable and appropriate course.

## 8. QUALITY ASSURANCE

Our service is measured against the requirements of the Matrix Standard framework. which incorporates leadership and management throughout. The framework now has 7 elements: Purpose, Resources, Offer, Delivery, Outcomes, Impact and Continuous Improvement.

### Key changes in the revised version are:

- *The Standard has been aligned with other frameworks such as the Gatsby Benchmarks and Ofsted Education Inspection Framework.*
- *Linkages between the elements and the assessment criteria have been clarified.*
- *Leadership, which was an element, is now embedded throughout the Standard.*