

Review Date: April 2017

## Information, Advice and Guidance

1. Youthforce Ltd is aware of the importance of effective Information, Advice or Guidance delivery. We provide IAG to our clients and learners at the start and completion of their journey with us as well as on an on-going basis throughout our programmes.
2. By delivering high quality IAG to our learners we aim to:
  - Maximise learner retention and learner success rates by ensuring our learners attend programmes that closely match their goals and learning needs, whilst offering continuous support throughout their enrolment
  - Enhance progression opportunities by signposting learners to appropriate information, organisations and further learning institutes.
3. IAG will be offered and provided by Youthforce at any stage but will be covered as a matter of course at these stages of the learner journey:
  - During initial learner recruitment and induction to our programmes
  - At scheduled review dates throughout our programmes
  - Upon completion of a programme
4. The IAG Youthforce provides will be impartial and objective and in instances where appropriate learners will be signposted to suitable alternatives. In these instances we will endeavour to offer a range of options and choices and Youthforce will encourage learners to make their own decisions.
5. Youthforce staff, when appropriate, will:
  - Provide information on request about our courses/apprenticeships and any costs involved to the employers or the learners
  - Provide information regarding funding and the funding criteria for our programmes
  - Signpost learners and clients to other training or support services
  - Keep accurate Course Overviews and up-to-date web pages in relation to our courses and qualifications
  - Provide possible advice on careers related to our training courses and qualifications
  - Offer CV advice and tips for recruitment days and interviews
6. Youthforce's IAG will always be impartial and we will not offer our advice or opinions on other training providers, the courses they offer and their delivery.
7. All Youthforce staff have either achieved, or are offered the opportunity to complete, the Level 3 Award in Providing Information, Advice or Guidance qualification.