



# Information, Advice, and Guidance Policy

## ALS Training

## ALS Information, Advice, and Guidance (IAG) Services

ALS offers impartial and free Information, Advice, and Guidance (IAG) services to support everyone develop as lifelong learners and to achieve their career potential. When approached for IAG on areas outside our expertise or apprenticeship offerings, we direct learners to other local or national organisations that provide specialised services.

### Policy Implementation:

- Provide accurate and impartial information, advice, and guidance to existing and potential learners and employers about our courses, qualifications, and support services.
- Offer accurate and impartial information, advice, and guidance to our staff about their rights, entitlements, responsibilities, staff development opportunities, performance management, grievance procedures, and opportunities to contribute to organisational strategic planning.
- Ensure our service is free, confidential, and meets the highest standards of equality of opportunity.

### Definitions:

- **Information:** Factual information about learning and careers, provided verbally, in print, or online, without exploring the relative merits of different options.
- **Advice:** In-depth interaction with the learner, including explaining information and how to access and use it.
- **Guidance:** In-depth sessions, or a series of sessions, where an advisor helps the learner to make informed decisions about their options.

We offer information on potential careers in various sectors and refer learners to other IAG service providers when necessary. Referrals are made when an advisor recognises that the services of another organisation or agency would more effectively meet the needs of the learner. A referral can be made either internally within the organisation or externally to outside organisations. These can be within consortia or non- consortia partners. All referrals are in line with the Data Protection Act and other relevant policies.

### The IAG Service

This statement outlines the details of our IAG service for learners and employers. It clarifies what is on offer and what you can expect when using our service.

### Who Can Use Our Services?

- Current learners enrolled in an apprenticeship programme.
- Enquirers and prospective learners considering our programmes.

- Employers seeking information about our programmes, courses, or bespoke training.

## What Can You Expect from Us?

- Accurate and impartial information, advice, and guidance on the full range of services we offer. If studying elsewhere is more appropriate, we will suggest alternatives where possible.
- A service that conforms to national standards, meaning it will be:
  - Accessible and visible
  - Professional and knowledgeable
  - Impartial
  - Responsive to your needs
  - Friendly and welcoming
- Equality of treatment, ensuring all learners are treated based on their merits, abilities, and potential, regardless of gender, colour, ethnicity, age, socioeconomic background, disability, religious or political beliefs, family circumstance, sexual orientation or any other irrelevant distinction. Learners should discuss any individual issues with their Assessor, who will know who to contact and how to help. These individual issues may relate to a disability including Dyslexia, Dyspraxia or other needs diagnosed or undiagnosed.
- Confidentiality. In order to provide the best possible service to you we keep a record of your details, your educational record and your contact with us. Records are kept secure and only accessible to authorised personnel for use as a part of their work. Please inform us if you do not want us to keep a record. We take all appropriate measures to ensure your information is protected and cannot be used by anyone outside of our organisation.

## What Do We Expect from You?

- Provide as much relevant information as possible to help us answer your enquiry fully, including disclosing any disabilities or additional requirements to enable us to provide extra support where applicable.
- Contact us promptly with any questions or concerns about your application, enquiry, course, or progress.
- Be open with us. This will allow us to help you to the best of our ability, and offer advice and guidance that fits your needs.

## Feedback, Comments, and Complaints

- We are committed to improving the quality of our services and regularly seek feedback from our learners to understand their satisfaction with our courses and support.
- We welcome any comments that may help us improve our services. Learners can pass their comments directly to their Assessor or any senior manager or staff member.
- Prospective learners can contact us via email at [information@alstraining.org.uk](mailto:information@alstraining.org.uk).
- We hope you are happy with our service. If not, we will investigate and address any issues you experience. Complaints will be treated confidentially and resolved fairly and quickly according to our complaints procedure.

## The Services We Offer:

1. Help with choosing the right course of study and/or qualification.
2. Regularly updated website or printed information about our courses, qualifications, and services.
3. Access to our Employer Engagement Team for more information about study options.
4. Detailed information and advice about study costs and available financial support.

## Help with Starting Your Qualification:

- Information about the enrolment process.
- A comprehensive induction programme conducted by specialist staff, covering:
  - Learner handbook and programme details.
  - Tutor and assessor information.
  - Safety, fire regulations, and evacuation procedures.
  - Health and safety information.
  - Absence notification procedures.
  - Appeals and disciplinary procedures.
  - Summary of the programme and qualification, including initial assessment.
  - Learning programme and assessment details.
  - Available learning support.
  - Support, welfare, and advice services.

## Learning Support

Learners at all levels can receive help in various ways, such as study skills, ICT, and assignment or project writing. Whatever the need, we can assist, or direct you to someone who can.

## Initial Assessments

All learners are offered an initial assessment in maths and English to identify if their skills meet the required standard for their chosen course. Additional support is provided where necessary.

Learners concerned about their current level of maths, English, or digital skills can request help, including online support.

## Support During Your Studies

We provide ongoing advice and guidance throughout your time with us to assist your learning and personal development. This includes:

- Course-based support from your assessor/tutor.
- Guidance on assessment arrangements.
- Information, advice, and guidance to help you plan your personal, educational, and career development.
- Reasonable adjustments and study support for learners with disabilities or additional requirements.
- Signposting to specialist agencies for broader issues such as personal relationships, health, and drug or alcohol support.

## Help with Moving On

We offer help and support to assist you in choosing your next steps. This may include:

- Discussing and exploring opportunities for promotion or alternative job roles within your current company.
- Support from staff to provide information about options beyond your current study, whether it's progression to another course, employment, or higher education (university).
- Information, advice, and guidance on the job-seeking process, including CV writing, completing application forms, preparing for interviews, and job searching.