

Information, Advice and Guidance Policy

KTS Training (2002) Ltd recognises the importance of effective and unbiased information, advice and guidance and realises that it can support our learners, employers and partners to:

- Make well informed decisions and choices
- Gain maximum benefit from their learning experience
- Overcome barriers to participation, progression and achievement
- Achieve their maximum potential and directly contribute to the 5 outcomes of Every Child Matters

Our vision is that all who access our IAG services will experience:

- Impartial, independent information
- A confidential interview focused on their learning needs and aspirations
- The information, advice and guidance needed to make well informed and realistic choices about their learning options
- Experienced staff who work to relevant professional standards and receive continuing professional development
- A service that is regularly monitored, reviewed and evaluated and which takes into account user feedback

We will do this by:

- Providing up to date information and advice that enables you to make an informed choice
- Implementing a fair and objective selection procedure
- Referring you to external guidance or alternative provision where this best suits your needs
- Working closely with a wide range of referral and support agencies and partners

For those who join our learning programme we will:

On Entry

- Review your achievements, assess your learning needs and clarify your goals
- Assess, understand and plan to meet your individual needs
- Make effective use of all learning resources and support available

During your learning programme reviews will:

- Give feedback on your performance and progress
- Help you to clarify your goals and make informed choices
- Review your achievements and update your action plan
- Assess your on-going learning and support needs
- Recognise and record your achievements

At Exit:

- Provide you with a summary of your achievements
- Help you to access progression opportunities
- Seek comprehensive feedback on your learning experience and take improvement action where necessary

This policy should not be read in isolation, but cross-referenced with all relevant KTS Training (2002) employment and learner policies