



TEMPLEGATE TRAINING  
ACADEMY CIC

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# **Templegate Training Academy (TTA)**

## **Information, Advice & Guidance**

**Reviewed: June 2020**  
**Next Review: May 2021**

## **Information Advice and Guidance (IAG) Policy**

### **Policy Statement**

TTA will provide appropriate impartial Information Advice and Guidance service to potential candidates, current learners and employers at the initial contact and recruitment phase, whilst participating on programmes, and on exit from programmes.

### **Aims and Objectives of the TTA Information Advice and Guidance Service**

1. To provide impartial information advice and guidance to potential candidates, existing learners, employers and parents which:
  - a. Results in retention and achievement rates of over 95%
  - b. Applicant satisfaction survey results in excess of 95%
  - c. Learner satisfaction survey results in excess of 90%
  
2. All learners to:
  - a. Have an individual interview and receive career information advice and guidance.
  - b. Receive an initial assessment
  - c. Agree an Individual Learning Plan that accounts for learners' specific needs.
  - d. Have their progress reviewed every 12 weeks at a minimum and be offered impartial IAG and referral advice.
  - e. Receive IAG information on progression and career development advice at end of training.

### **Scope of the TTA Information Advice and Guidance (IAG) Service**

The TTA IAG Service will apply to applicants who apply for, and learners who participate, on TTA programmes.

## **Description of the TTA Information Advice and Guidance Service**

TTA provides all its applicants and learners with free and impartial Information Advice and Guidance in relation to learning. Information Advice and Guidance is embedded with TTA programmes and delivered over four stages:

1. As part of the application process in order to assist applicants in making the right choices of suitable TTA courses and referring applicants who do not currently meet eligibility and/or entry requirements.
2. At the commencement of TTA programmes via comprehensive information at induction, and the use of initial assessment to agree appropriate individual learning plans
3. During the period of training as part of TTA's strategy to retain learners, on programmes, and to provide appropriate and ongoing guidance that gives learners the best opportunity to complete the agreed qualifications / framework
4. On exit from TTA programmes to support learners to progress into relevant employment, higher education, or to further advance their career prospects

### **TTA provides the following resources in respect of delivery of the IAG service:**

1. Information of opportunities and programmes in relation to their courses.
2. Guidance on the right provision following an assessment of training needs
3. Pastoral support and guidance on-programme to assist retention of learners
4. Information and advice on career enhancement or other training options during and on completing TTA programmes
5. Staff with the relevant knowledge and experience.

## **Responsibilities**

TTA Assessors are responsible for providing information advice and guidance to prospective applicants on recruitment to TTA Programmes. Assessors, Tutors, Female Mentors, Programme Managers and Managers provide learners with on programme support to retain learners and enable them to successfully complete their qualifications / programme frameworks. Assessors provide learners with guidance on exit from TTA programmes in relation to employment opportunities and career advancement.

TTA Managers such as Quality Programme Managers, Audit and Compliance Manager, Internal Verification Manager and Directors have responsibility for line managing the front line IAG services.

## **Quality Assurance & Evaluation**

The provision of IAG services is quality assured via the collection and analysis of participant feedback, and analysis of key performance data in respect of learner retention achievement and progression. TTA Line Managers will be responsible for monitoring the front-line delivery, including the observation of the IAG service, and identifying areas for continuous improvement.

The outcomes from feedback and from TTA Managers will be subject to discussion at routine TTA Staff and Management meetings.

## The Learner Journey and related IAG service.

