



Information, Advice & Guidance Policy

KEITS Ltd. is committed to providing Information, Advice and Guidance (IAG) and the purpose of this policy is to outline our approach to IAG.

This policy is intended to cover employers, learners, stakeholders, contractors and members of staff regardless of race, disability, gender reassignment, age, religion or belief, sex, sexual orientation, marriage or civil partnership, pregnancy or maternity in line with the Equality Act 2010

KEITS understands that effective IAG can contribute to:

- Improved retention and achievement for learners
- Improved individual employability
- Improved personal circumstances, life goals, life choices and progression
- Improved level of skills and qualifications
- Meeting of local and national targets
- Reducing unemployment and under employment
- National prosperity

Information: *“Providing people with information about a range of learning and work opportunities that are available, without discussing the relative merits of the options given”.*

Advice & Guidance: *“Providing a response to the needs of clients who present or reveal a need that requires more than a straightforward information response. It is usually limited to helping with the interpretation and meeting the needs already clearly understood by the client and may or may not include sign posting. It can also entail helping individuals to interpret information and to help choose their next step”.*

Key Features

- KEITS Ltd. is committed to providing easy access to high quality IAG on learning and work to enable people to make effective decisions and choices about learning, training, work, the development of basic skills, career management and personal development.
- All IAG should be delivered impartially and in confidence.
- IAG should be client focused being mindful of equality, diversity, inclusion and Safeguarding, with transparency and accessibility for all.

- As a training provider KEITS Ltd. has a responsibility to provide high quality and effective help for its learners and potential learners.
- To encourage and embed IAG in all aspects of our work.
- Signposting and referral to alternative agencies.
- To offer information face to face or via multimedia technologies
- Provide current and relevant information regarding learning and training opportunities, funding availability, occupational profiles and labour market information.
- Support in navigating information sources.

Policy Monitoring, Evaluation and Review

This policy will be monitored by the Senior Management Team. If new legislation should be introduced the policy will be reviewed immediately.

Location	Title	Responsibility	Date Created	Version/updated	Review Date
Doc Con/Docs/All Company Policies/ IAG	Information, Advice & Guidance Policy	LWP	Aug'18	7 – Oct'25	Oct'28