

Information Advice & Guidance Policy

Introduction

Welcome to Clear Quality Limited, where we believe that every learner deserves a chance to shine! Our team provides Information, Advice, and Guidance (IAG) that's not just impartial and free, but also tailored to help you unlock your true potential in your career of choice. If you seek advice on areas like finance, health, or relationships, don't worry! We'll connect you with local and national organizations that specialize in those fields.

Aim of the Policy

Here's what we strive for:

1. **Empowerment Through Information:** We ensure that every learner has access to top-notch, impartial IAG to make informed choices about their future learning and career pathways.
2. **Staff Excellence:** We commit to providing our staff with continuous professional development, guidance, and mentoring, so they can offer you the best IAG possible.
3. **Holistic Support:** We adopt a whole-service approach that centers on fostering career progression for all our learners.

Statement of Intent

Our mission is to deliver outstanding IAG services that not only meet but exceed your expectations. We're dedicated to adhering to legislative guidance and Ofsted's requirements under the Education Inspection Framework.

What to Expect from Clear Quality Limited

This policy outlines our promise to prepare you for the next steps in your journey and the ever-evolving world of work. We continuously review and enhance our offerings to ensure they meet your needs.

Here's what you can count on:

1. **Universal and Impartial IAG:** Comprehensive support to guide you through your career choices.
2. **Connections to the National Careers Service:** We'll point you in the right direction to explore even more opportunities.
3. **Access to Welfare Services:** When needed, we'll signpost you to crucial services like mental health support, financial advice, and housing assistance.

CLEAR



QUALITY

4. **Support for Diverse Needs:** Our IAG service accommodates learners from diverse backgrounds, including those with disabilities, mental health concerns, or other specific needs.
5. **Progression Opportunities:** Information on potential career pathways post-apprenticeship, including further education, qualifications, and career advancement.
6. **Feedback Mechanisms:** Learners can provide feedback on their IAG experience and the services received, ensuring continuous improvement.
7. **Success Stories:** Sharing testimonials or case studies from past apprentices to inspire current learners and demonstrate the value of apprenticeships.
8. **Resource Accessibility:** Information on additional resources available, such as online platforms, workshops, and mentoring programs.
9. A mentor to support you with your learning journey.

Partnership Working

At Clear Quality Limited, we believe collaboration is key! Our policy emphasizes our commitment to:

1. **Engaging with the Business Community:** We work hand-in-hand with local and national businesses to identify skills that are in demand.
2. **Strengthening Our Careers Offer:** By partnering with the National Careers Service, we enhance the resources available to you.
3. **Building Relationships with Training Providers:** We're dedicated to understanding what training options are available at local, regional, and national levels.

Meet Our Support Officers

To further enhance our commitment to your success, we have dedicated support officers ready to assist you:

- **SEND Officer - Sarah Sharpe:** Sarah specializes in supporting learners with Special Educational Needs and Disabilities, ensuring everyone has the resources they need to thrive.
- **Mental Health First Aider - Jess Gillatt:** Jess is here to provide a listening ear and support for any mental health concerns, promoting well-being and resilience among our learners.
- **Designated Safeguarding Officer - Edward Johnson:** Edward's priority is to keep you safe. He ensures that all safeguarding policies are upheld and that you feel secure in your learning environment.
- **Deputy Safeguarding Officer - Amy Armstrong:** Amy supports Edward in safeguarding matters, providing additional reassurance and guidance whenever needed.

- **Prevent Lead and Destination Data Reviewer - Louise McMahon:** Louise plays a vital role in promoting awareness and understanding of the Prevent strategy, ensuring a safe learning environment while also reviewing destination data to support your progression effectively.

Our Commitment to Standards

As a Matrix Standard training provider, we're proud to deliver high-quality information, advice, and guidance that meets national standards. This commitment ensures that you receive the best support possible in your educational and career journey.

Additionally, as a Disability Confident Employer, we actively promote a diverse and inclusive workplace. We're dedicated to providing equal opportunities for all, ensuring that learners with disabilities feel welcomed and supported in their pursuit of success.

Confidentiality

Your trust is paramount. To provide you with the best service possible, we keep records of your details, academic achievements, and interactions with us. Only authorized personnel at Clear Quality Limited have access to this information, and we implement rigorous measures to ensure your data remains secure and confidential.