

2025

# KMP 011 IAG Guidance Policy



## Policies and Procedures

## IAG GUIDANCE POLICY

### POLICY STATEMENT

Group Horizon Ltd (GHL) is committed to providing high-quality Information, Advice, and Guidance (IAG) services to support our learners in making informed decisions about their education, careers, and personal development. As a Matrix-accredited organisation, we adhere to the standards set forth by the Matrix Standard, ensuring our IAG services are accessible, impartial, and effective.

#### Policy Statement

At GHL, we recognise the pivotal role that IAG plays in empowering learners to make informed choices about their education, career paths, and personal development. Our commitment is to provide accessible, high-quality IAG services that adhere to the Matrix Standard, ensuring continuous improvement and excellence in our delivery.

#### Learner Entitlement

Learners at GHL are entitled to:

**Comprehensive Information:** Access to up-to-date details about all course offerings and support services, including entry criteria, qualifications, accreditation, workloads, and study modes.

**Impartial Advice:** Clear, unbiased guidance on available options to help understand their implications and make informed decisions.

**Active Participation:** Opportunities to engage in decisions affecting their learning journey.

**Career Education:** Programs designed to develop skills and knowledge for making informed choices and transitioning into work or further learning.

**Individual Learning Plans:** Assistance in creating personalised learning plans and gaining real-world work experience.

**Ongoing Support:** Continuous assistance throughout their learning journey, including career advice, progress reviews, and future planning.

**Progression Guidance:** Support in advancing learning and work opportunities by developing transferable skills and obtaining new qualifications.

**Regular Feedback:** Consistent updates on performance and progress.

**Transition Assistance:** Guidance on next steps after leaving GHL, whether in further education, training, or employment.

**Referral Services:** Direction to appropriate external agencies and service providers, such as Citizens Advice, when necessary.

## Core Values

Our IAG services are underpinned by the following principles:

**Impartiality:** Providing unbiased guidance to support informed decision-making.

**Confidentiality:** Ensuring all personal information is handled with the utmost discretion and in compliance with data protection regulations.

**Learner Ownership:** Empowering learners to take charge of their educational and career paths.

**Equality of Opportunity:** Promoting inclusivity and equal access to all services.

**Transparency:** Maintaining open and clear communication regarding services and processes.

**Accessibility:** Ensuring services are available and approachable to all learners.

## Delivery of Entitlement

To fulfil this entitlement, GHL provides:

**Information Handling Skills:** Training learners to effectively evaluate and utilise information, particularly in digital contexts.

**Health and Well-being Resources:** Accessible information on health, relationships, and personal safety, available in common areas for confidential access.

**Advisory Support:** Tutors and staff offer informal advice, clarifying options, and directing learners to appropriate resources or services.

**Guidance Sessions:** Personalised support through one-on-one discussions, group activities, and digital resources to assist in decision-making and transition planning.

**Mentoring Programs:** Targeted support for learners at risk of disengagement and for those identified as having exceptional talents.

## Confidentiality

GHL is committed to maintaining the confidentiality of all personal information in accordance with the Data Protection Act and General Data Protection Regulations 2018. Information will only be shared within the organisation when necessary and with the learner's informed consent, except in cases where there are safeguarding concerns.

## Planning, Delivery, and Review

Regular meetings are held to plan, deliver, and review the IAG services, ensuring they meet the evolving needs of our learners and comply with the Matrix Standard. A designated senior staff member oversees the implementation and continuous improvement of the IAG policy.

## Targets

GHL is committed to achieving the following targets:

**Learner Entitlement:** 100% of learners receive IAG throughout the programme

**Staff Awareness:** 100% of staff undergo IAG awareness training.

**Induction Completion:** 100% of learners participate in an induction to ensure appropriate course placement.

**Retention and Achievement:** Minimum of 87% retention and completion for short courses; minimum of 60% for long courses.

**Employer IAG:** 100% of employers receive guidance when matching learners to their organisations.

## Integration of IAG in Key Learner Processes

IAG is embedded throughout the learner's journey, from recruitment and initial assessment to induction, support, learning planning, teaching, assessment, and exit processes. Documentation of IAG interactions is maintained in enrolment records, individual learning plans, assessment plans, and review forms.

## Staff Responsibility

All GHL staff interacting with learners share the responsibility of delivering effective IAG services. We aim to train all staff to at least a Level 2 in IAG, with designated IAG champions in each division to provide specialised support.

## Principles

GHL's IAG services are founded on principles that ensure accessibility, professionalism, effectiveness, diversity, impartiality, responsiveness, friendliness, empowerment, and awareness. We are dedicated to continuous improvement, adhering to the Matrix Standard, and upholding our commitment to excellence in IAG delivery.

## Review

This policy will undergo an annual review to ensure its relevance and alignment with current government guidelines, statutory