

Information, Advice and Guidance Policy

Focus Fitness UK promotes the value of learning and will provide current, potential, and former learners with Information, Advice and Guidance to support them in their choice of appropriate study programmes and careers. Information, Advice and Guidance will be available before enrolment and throughout our bespoke courses and post course completion.

The IAG services support the organisation values so that staff are passionate about education & enable learners to reach their potential. The IAG staff seek to help develop self-esteem and self-confidence of learners. We share our belief and believe that every individual should be treated with courtesy and fairness; we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation, or position within the organisation.

Our aim is to improve the success, progress, and employability of our learners through the implementation of high quality IAG and outstanding learning opportunities with further career options available.

Student Entitlement

Focus Fitness UK Ltd is committed to create an IAG experience for the learners that is:

- Outstanding and delivered in an excellent environment
- Aspirational, designed to inspire and motivate
- Supporting and encouraging to our learners
- To develop self-confidence
- Coaching them to be successful and progress on to their next desired steps

Accessible and Visible

Services should be recognised and trusted by clients, have convenient range of entry points from which learners may be signposted or referred to the services they need, and be open at times and in places which suit the individual's needs.

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Professional and Knowledgeable

IAG staff should have the skills and knowledge to identify the individuals needs quickly and effectively. These skills and knowledge should be utilised to address the individuals needs or to signpost/refer them to a suitable alternative provision.

The range of IAG services should reflect the diversity of the individuals needs and reflect both present and future requirements.

Enabling

Learners, parents, employers, staff, and partners should be able to make informed choices about ways in which Focus Fitness UK can meet their individual training and development needs. IAG services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications of both learning and work in their future career plans

During Induction and occasionally during the course, learners will be visited by members of the IAG team who introduce themselves and explain the nature of their services.

IAG Delivery

This policy applies to all enquiring, enrolled and past learners at Focus Fitness UK.

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes. The following definitions have been used:

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.

Advice – this involves:

- helping a learner understand and interpret information
- providing information and answers to questions and clarifying
- misunderstandings
- understanding their circumstances, abilities, and targets
- advising options or how to follow a given course of action

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identifying needs – signposting and referring learners who may need more in-depth guidance and support. Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance – aims to support students to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some learners and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

In line with the IAG defined above, the organisation will provide assistance relating to:

- the range of support available
- fees and other financial charges associated with a course of study
- course entry criteria, qualifications, accreditation, and modes of study
- equipment, clothing, and materials which the student must provide
- impartial careers advice and guidance
- personal goals, aspirations and motivation while on course
- guidance to its current learners to discuss progression

Monitoring IAG

To help measure and improve the quality of Information, Advice and Guidance we use various sources such as:

- Event feedback
- IAG observations
- Staff Feedback
- Learner feedback
- Self-Assessment
- Feedback from other organisations

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