

Information, Advice and Guidance Policy QP212

February 2026
Version 10

VERSION CONTROL

Issue	Date	Approved By	Position	Revision Notes
V5	Oct 2018	Fran Grainger	Admin	Formatting
V6	June 2020	Fran Grainger	Admin	Formatting
V7	Oct 2021	Fran Grainger	Admin	Formatting and Content
V7	Nov 2022	Ingrid Kennedy	Head of Compliance	Review
V7	Mar 2023	Ingrid Kennedy	Head of Compliance	Formatting
V8	Apr 2024	Ingrid Kennedy	Excellence Team	New classification number, content, layout
V9	Oct 2025	Ingrid Kennedy	Excellence Team	Review and content update
V10	Feb 26	Ingrid Kenndy	Excellence Team	Review and content change
Next Review Date: Feb 2027			Policy Owner: Director of Excellence	

INTRODUCTION

For purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella to denote a range of guidance activities and processes provided throughout the learner journey.

Learners have the right to information, advice and guidance (IAG) that is impartial, unbiased, accurate and realistic. Workpays is committed to ensuring that all IAG is in the best interests of the learner and that individuals are supported to make informed decisions about their education, training and employment opportunities.

The delivery of good quality, timely IAG is intrinsically linked to the Workpays vision of “small change, big difference”, helping participants to achieve their goals and aspirations.

This manifests in several ways across the Workpays provision, including helping participants to:

- Make informed decisions about their programme and future career options
- Identify and address barriers to learning and progression
- Understand where they are in relation to their goals and ambitions, and the steps needed to achieve them
- Feel confident that their current activity is supporting their long-term goals
- Be proactive in their independent research about their career and learning opportunities
- Have a greater awareness of the options available to them.
- Seek additional support where necessary.

Workpays ensures that learners are not directed towards any particular programme purely to meet recruitment targets, and that all advice is provided in the best interests of the individual

SCOPE

This policy applies to all employees of Workpays, including full-time, part-time and temporary employees at all levels of the organisation.

It also applies to individuals external to Workpays who have a relationship with the organisation, including:

- Participants / learners
- Employers
- Referral partners

- Stakeholders

POLICY OBJECTIVES

The objectives of this policy are to:

- Ensure all participants receive accurate, impartial and timely information, advice and guidance
- Support participants to make informed decisions about learning, training and employment opportunities
- Ensure IAG is delivered consistently across all Workpays provision
- Support progression into employment, further learning or apprenticeships

ROLES AND RESPONSIBILITIES

Responsibilities for the use of this policy are as follows:

Director of Excellence	<ul style="list-style-type: none"> • Monitoring changes in legislation and regulatory requirements relating to IAG • Ensuring policy is reviewed and updated when required
Excellence Team	<ul style="list-style-type: none"> • Annual policy review • Monitoring complaints or concerns relating to IAG • Supporting continuous improvement of IAG delivery
Managers	<ul style="list-style-type: none"> • Ensure that staff are trained to deliver appropriate IAG • Monitor the quality of the IAG delivery
Tutors/Advisors/Trainers	<ul style="list-style-type: none"> • Provide impartial IAG • Identify learner barriers • Signpost to specialist services where appropriate

DEFINITION

All IAG provided will be free of charge to the learners.

Information: Information opportunities shared through methods including:

- Face to face contact
- Marketing resources, flyers, brochures, and other printed matter
- Telephone helpline
- Websites, videos, and social media

Advice:

- Supporting individuals to understand and interpret information
- Providing further information and answering questions
- Clarifying misunderstandings

- Considering individual circumstances, abilities, goals and aspirations
- Advising on available options or how to follow an agreed course of action
- Signposting or referring individuals to appropriate services where additional support is required
- Advice is mostly provided on a one-to-one basis, but may also be delivered in group settings.

Guidance: Working with the learner, supporting them to:

- Better understand themselves and their needs
- Identify barriers to understanding, learning and progression
- Resolve issues or challenges affecting their development
- Develop new perspectives and potential solutions to problems
- Take ownership of their plans, and set realistic targets
- Explore skills and qualifications relevant to their career aspirations
- Recognise their transferable skills and how these may support future learning or employment

MAIN POLICY

IAG Throughout the Participant Journey

Pre-entry

Workpays provides information and advice to potential participants regarding:

- The full range of learning programmes available
- Eligibility criteria for each programme
- Qualifications available
- Support available throughout the learning journey

Workpays works with referral agencies, employers, community organisations and partners to ensure potential learners can access accurate and appropriate information.

On Programme / Training

During the programme, learners are provided with information relating to:

- Programme requirements and expectations
- Ground rules, policies and procedures
- Individual learning plans

- Support arrangements

Learners receive both learning support and pastoral support where needed. Where appropriate, Workpays will signpost or refer learners to external support agencies to help address barriers to learning, wellbeing or progression.

On Exit

At the end of their programme, learners are provided with confidential and impartial IAG to support progression into:

- Employment
- Further education
- Apprenticeships
- Further training

Support may be delivered through one-to-one sessions, group sessions, workshops or signposting to external services.

Workpays designs its IAG provision in line with the principles of the Matrix Standard, the national quality framework for information, advice and guidance services.

Our IAG services are available to both potential and current learners.

Impact of effective IAG

Workpays expects the delivery of good IAG will contribute to:

- motivated and engaged participants.
- good levels of attendance, retention, achievement, and progression
- high levels of participant satisfaction
- high levels of employer satisfaction
- a better understanding of the needs of the customer

Ensuring a High Standard of IAG

Workpays works with participants from a wide range of backgrounds, who often face multiple and complex barriers to education and employment.

We aim to ensure the provision of IAG within centres and the workplace is:

- Relevant
- Accurate

- Timely
- Accessible
- Appropriate to the needs of each learner

Recruitment and People Development

- Roles requiring delivery of IAG are clearly defined within job descriptions
- Recruitment practices ensure that appropriate qualifications, experience or personal attributes are considered when appointing staff
- Where appropriate, staff are supported to develop their IAG skills through training and professional development
- Line managers provide ongoing support and supervision

Observations

- The delivery of IAG is embedded throughout the participant journey
- Formal observations of teaching, learning and IAG delivery take place
- Observations are followed by development action plans where required
- Managers regularly review materials displayed within the centres to ensure information is accurate and up to date

Performance and Quality Reviews

Formal performance and quality reviews ensure performance against agreed KPIs is regularly monitored and evaluated.

Self-Assessment and Quality Improvement Planning

Workpays operates a robust self-assessment process across all provision, aligned to the Ofsted Toolkit and relevant funding guidance.

Strengths are identified and best practice is shared, while areas for improvement are addressed through the organisation's QIP.

External Inspection

Workpays is accredited to the Matrix Standard. Continuous improvement checks and periodic reassessments ensure that we maintain a high standard in the delivery of IAG.

Feedback

Workpays uses a variety of tools to collect feedback from participants, employers, staff and stakeholders in order to assess the effectiveness of IAG services and identify opportunities for improvement.

Feedback methods include:

- Online surveys
- Centre comment cards
- Suggestion boxes
- Monthly or Exit reviews
- Observations
- Group forums
- Meetings
- Events
- Staff 1:1s, team/company meetings and appraisals
- Complaints process

Feedback is analysed by the Director of Excellence and shared with the senior leaders, staff, learners, employers and stakeholders. Key results are published on the Workpays website where appropriate.

Equality and Diversity

Workpays is committed to ensuring that IAG services are accessible and inclusive for all participants.

- Marketing materials and information will be clearly presented and easy to understand
- Appropriate images and formats will be used to support accessibility
- Learners may be accompanied to meetings or interviews by a friend, family member or representative.
- Workpays maintains partnerships with external organisations to ensure participants can access specialist support where required.

RELATED POLICIES

This policy is to be read in conjunction with other policies and procedures in place including those detailed below:

Policy Name

Policy Number

Equality, Diversity & Inclusion

QP301

Complaints Policy

QP213

Learner, Customer and Stakeholder Feedback Policy

QP214