

Initial Advice and Guidance Policy

All Eventcover Education staff are committed to providing an accurate Information, Advice and Guidance (IAG) Service.

Overview

Eventcover provide an independent information advice and guidance service to anyone who wishes to access training programmes. This includes any new learners or those already in training.

Eventcover supports the concept of lifelong learning and endeavours and in providing quality information, advice and guidance services, Eventcover help learners make informed choices about the training courses or programmes that are right for them. The IAG process is a continual process throughout learners' programmes.

The quality of service is monitored through performance data and feedback from users.

Objectives

Eventcover achieved the Matrix IAG standard and strives to provide information, advice and guidance that is:

- Timely and in a form that is easily understood
- Independent, confidential and focused on the needs of the individual
- Able to provide access to a range of agencies for specialist support
- Free from stereotyping physical or cultural barriers for users and in accordance with Eventcover's Equal Opportunities Policy
- Easily accessible and clearly defined
- Free of charge to all users
- Subject to evaluation and continuous improvement encouraging individuals to get the most from the process

Standards of Service

The service offers: -

- Open access to information on education, training and career opportunities
- An initial assessment to help identify individuals' skills and aptitudes
- A trained member of staff to discuss individual learner needs and aspirations and plan for the achievement of goals
- Signposting to other agencies who may be able to help learners achieve their goals
- The opportunity for learners to spend time with a member of staff to review and revisit their goals and discuss progress and next steps



Clients / learners can expect

- A service delivered to recognised national standards
- A clear explanation of the Information, Advice and Guidance Services offered
- Experienced staff who will treat them with respect and dignity
- A timely response to requests for information
- Up to date information on education, training and career opportunities
- Information on the cost of training and any funding which may be available to support the costs
- All information about them will be treated as strictly confidential in line with the Data Protection Act

How clients/learners can help us to improve the service

- By complaining promptly and in full if the service fails to give satisfaction.
- By telling us what we are doing well. Clients may tell us in person, by telephone or in writing.
- By completing feedback questionnaires
- By answering Information, Advice and Guidance questions when requested as part of the quality process.

Prepared by:	Anthony Easom Peter Hardy	Curriculum Quality Manager Head of Centre
Date of Acceptance:	01/02/2013	
Last Review Date:	01/09/2020	
Next Review Date:	01/09/2021	



European Union
European
Social Fund