

Information, Advice and Guidance (IAG) Policy

Adult Skills Fund (ASF) / DfE-Funded Provision

Organisation: Creative Consulting and Training Ltd

Version: 1.0

Approved by: *Olushola Isaac - Director*

Effective date: *2nd February 2026*

Review date: *2nd February 2026*

1. Purpose of the Policy

The purpose of this policy is to ensure that all learners have access to **high-quality, impartial, and independent Information, Advice and Guidance (IAG)** to support informed decisions about:

- Learning choices
- Career progression
- Employment opportunities
- Further education or training

This policy supports Creative Consulting and Training Ltd's commitment to learner progression and aligns with:

- Adult Skills Fund (ASF) requirements
 - Department for Education (DfE) funding rules
 - Hull City Council – Hull Training & Adult Education (HTAE) contractual expectations
-

2. Definition of Information, Advice and Guidance (IAG)

For the purposes of this policy:

- **Information** refers to the provision of accurate and up-to-date facts about learning opportunities, qualifications, and progression routes.

- **Advice** refers to guidance that helps learners understand options and implications, without directing or influencing decisions unfairly.
 - **Guidance** refers to impartial support that enables learners to make informed, independent choices based on their goals, circumstances, and abilities.
-

3. Scope

This policy applies to:

- All learners enrolled on publicly funded provision
 - All stages of the learner journey (pre-enrolment, during learning, completion, and progression)
 - All staff involved in learner engagement and delivery
-

4. Principles of High-Quality and Independent IAG

Creative Consulting and Training Ltd is committed to ensuring that IAG is:

- **Impartial and unbiased**
- **Learner-centred and confidential**
- **Accessible and inclusive**
- **Free from commercial pressure**
- **Supportive of progression and employability**

Learners are never pressured into enrolling on additional courses or services.

5. Provision of IAG

5.1 Internal IAG Support

Learners may receive IAG through:

- Tutors and delivery staff providing factual and impartial guidance
- Learner support staff discussing progression options
- Structured discussions during induction and course reviews

Staff providing IAG are trained to:

- Maintain impartiality
 - Avoid conflicts of interest
 - Signpost learners appropriately
-

5.2 Independent and External IAG

To ensure independence, Creative Consulting and Training Ltd provides learners with access to **external IAG services**, including but not limited to:

- **National Careers Service (England)**
- Jobcentre Plus and employment support services
- Local authority employment and skills services
- Sector-specific careers bodies and professional organisations

Learners are encouraged to use these services alongside internal support.

6. Access to IAG

Learners are informed about IAG:

- At induction
- During delivery
- At course completion

Learners may request IAG at any point during their programme.

Information on how to access internal and external IAG is made available through:

- Course materials
 - Learner communications
 - Tutor discussions
-

7. Progression and Outcomes

IAG supports learners to:

- Progress into employment
- Progress into further learning or higher-level qualifications
- Develop employability skills
- Make realistic and informed career decisions

Progression outcomes may be recorded to support quality assurance and funding requirements.

8. Equality, Inclusion and Accessibility

IAG is delivered in line with Creative Consulting and Training Ltd's:

- Equality, Diversity and Inclusion Policy
- Learner Support Policy

Reasonable adjustments are made to ensure all learners can access IAG.

9. Confidentiality and Data Protection

All information shared as part of IAG is handled in accordance with:

- UK GDPR
- Data Protection Act 2018
- Creative Consulting and Training Ltd's Data Protection Policy

Information is shared only on a need-to-know basis.

10. Roles and Responsibilities

Role	Responsibility
Tutors / Delivery Staff	Providing impartial information and guidance
Learner Support Staff	Supporting access to IAG
Quality Lead	Monitoring effectiveness of IAG
Senior Management	Oversight and compliance

11. Monitoring and Review

Creative Consulting and Training Ltd will:

- Monitor IAG effectiveness through learner feedback
 - Review this policy annually or when funding rules change
 - Update signposting information as external services change
-

12. Policy Status

This policy supports Creative Consulting and Training Ltd's commitment to:

- Learner progression
- Informed decision-making
- Responsible public-funded delivery



TRAINING CREATIVELY

TOP QUALITY TRAINING...WHY PAY MORE