

# Information, Advice and Guidance Policy (IAG & CIAG) v1

Version	Date	Policy Author(s)	Review Date
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Version	Page No.	Paragraph / Bullet	Changes

Signed: Ayden Sims  
Ayden Sims (Wed, 12th Mar 2025 9:09:28 GMT)  
Printed Name: **Ayden Sims**  
Job Title: **AKG UK Country Manager**  
Date: **12 Mar 2025**

Learn Plus Us is a trading name of Simply One Stop Ltd

VAT No: 680814328 | Company Registration No: 4684239 | Sterling House, 97 Lichfield Street, Tamworth, England, B79 7QF

## 1. Policy Statement

Learn Plus Us is committed to delivering accessible, impartial, and learner-centred information, advice, and guidance (IAG) and careers information, advice, and guidance (CIAG). This policy aligns with the Gatsby Benchmarks, Matrix Standards, and LPU's IAG Standards, ensuring high-quality service delivery, user-centred outcomes, and continuous improvement. The policy also incorporates insights from *Good Career Guidance: The Next Ten Years* (November 2024), ensuring learners are equipped for future workforce demands, integrating advanced feedback systems, and enhancing employer engagement to support meaningful career pathways.

## 2. Principles

Learn Plus Us follows these core principles for IAG and CIAG services, aligned with the LPU IAG Standards:

- **Accuracy:** Ensuring information is factually correct and up-to-date.
- **Relevance:** Tailoring guidance to the specific needs and circumstances of the individual.
- **Accessibility:** Delivering information in multiple formats to accommodate diverse learner needs.
- **Inclusivity:** Promoting equality, diversity, and sensitivity to learners' backgrounds.
- **Impartiality:** Providing unbiased guidance free from external pressures.
- **Confidentiality:** Respecting the privacy of individuals seeking advice.
- **Responsiveness:** Ensuring advice aligns with current trends, learner needs, and local employer demands.
- **Personalisation:** Focusing on individual goals and tailored support.

## 3. Objectives

1. Equip learners with up-to-date, impartial guidance across educational and career pathways.
2. Promote inclusivity, raise aspirations, and challenge stereotypes.
3. Support self-development through career management and decision-making skills.
4. Provide guidance for learners engaging with work experience, volunteering, further education, or other opportunities.
5. Track learner outcomes to inform service improvements and enhance impact.

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## 4. IAG & CIAG Journey

### Pre-Entry Phase:

- Provide accurate information about programmes, eligibility, and available support.
- Ensure impartial advice to help learners and employers make informed decisions.

### On-Programme Support:

- Regular touchpoints such as one-on-one sessions, reviews and tailored updates.
- Offer pastoral support and access to internal and external resources to overcome barriers.
- Update learners and employers on requirements, opportunities, and guidance for progression.

### Exit Phase:

- Support learners and employers in achieving objectives and transitioning into further education, employment, or training.
- Maintain a system for tracking destinations and analysing outcomes to improve IAG and CIAG strategies.
- Provide tailored advice through one-on-one or group sessions to ensure smooth progression.

## 5. Leadership and Staff Development

To ensure excellence in IAG and CIAG delivery:

- Staff receive regular CPD focusing on maintaining high-quality and consistent practices in line with recognised benchmarks and standards. Additionally, all staff are required to complete the LPU IAG module to ensure consistency and adherence to our standards.
- Training includes strategies for inclusivity, emerging trends, and addressing barriers to learning and progression.

## 6. Measuring Impact

We monitor the success of IAG and CIAG services through:

- Destination tracking and outcome analysis.
- Learner and employer feedback mechanisms.
- Regular reviews to refine strategies and address evolving needs.

## 7. Partnerships

Collaborations with employers, organisations, and educational institutions strengthen the delivery of IAG and CIAG services. These partnerships ensure learners and employers receive practical insights and realistic guidance tailored to their goals.

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