

Information, Advice & Guidance Policy



Issue date	11 th April 2025
Renewal date	11 th April 2026
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Notes	

1. Aims and Scope

The aim of this policy is to ensure that all learners—prospective, current, and former—receive high-quality Information, Advice and Guidance (IAG) that enables them to make informed decisions about their education, training, and career progression. HBXL Skills Academy is committed to delivering impartial, timely, and relevant IAG to support successful transitions into further learning and employment.

This policy outlines services which are designed to support learners to:

- Understand the range of learning, work, and career opportunities available to them.
- Gather and interpret information relevant to their goals and apply it to their personal development.
- Explore a variety of progression routes and make informed, realistic decisions based on their needs and circumstances.
- Transition successfully between stages of learning, training, or work.

2. Definitions

Information

Information on learning and work opportunities conveyed through printed matter, audio visual materials or computer software, or through information officers in work-based learning providers, colleges, careers or other helpline services such as the National Careers Service.

Advice

Providing an immediate response to the needs of clients, who present an enquiry or reveal a need that requires more than a straight-forward information response. It is usually limited to helping with the interpretation of information and with meeting needs already clearly understood by the learner and may include signposting to a guidance interview where a more in-depth response can be provided.

Guidance

An in-depth interview or other activity conducted by a trained advisor which helps clients to explore a range of options, to relate information to their own needs and circumstances and to make decisions about their career (i.e. their progression in learning and work).

3. Roles and Responsibilities

All staff are expected to understand this policy so that the HBXL Skills Academy can identify and make provision to meet support learners' IAG needs.

Skills Bootcamp Lead:

- Leads on the implementation of this IAG Policy.
- Oversees the induction and training of staff involved in IAG delivery.
- Ensures IAG is data-protected and confidential.

Skills & Quality Assurance Manager:

- Ensures IAG is inclusive and accessible, particularly for learners with support needs.
- Maintains quality assurance of IAG services.

All Tutors:

- Ensure all learners are aware of available IAG services.
- Integrate career-focused discussions into the curriculum.
- Refer learners to the Job Skills Tutor where specialist support is needed.

Job Skills Tutors:

- Support learners in creating CVs and preparing for interviews.
- Provide independent and impartial one-to-one IAG to learners.
- Tailor IAG services to learner goals, local labour market needs, and course relevance.
- Deliver modules and drop-in sessions on employability skills, job readiness, and employment options.
- Promote diversity, challenge stereotypes, and adapt services to individual learner needs.
- Maintain accurate and secure records of all IAG engagements.

Learner Engagement Managers:

- Provide IAG to prospective learners about programme suitability, entry requirements, and career pathways.
- Offer follow-up guidance for applicants during the onboarding process.
- Promote IAG opportunities and services pre-enrolment.

4. Delivery of IAG Services

IAG services will be:

- Free from bias and based on the learner's best interests.
- Accessible to all learners regardless of background, age, or learning needs.
- Promoted throughout the learner journey, from pre-enrolment to post-completion.
- Monitored and evaluated regularly to ensure quality and continuous improvement.

Core information, advice and guidance services will include the following, as appropriate for the individual:

- Interpreting any information and considering personal circumstances.
- An individualised service tailored to learner needs.
- Personalised information including possible referral to in-depth services.

- Helping learners to link their personal interests and/or skills to their desired job/career requirements.
- Identifying basic skills needs and referring those clients to sources of help in gaining basic skills in literacy, numeracy and ICT.
- Meaningful interpretation of Labour Market Information and Intelligence.
- Advice on the financial and other support available to learners.
- Advice around services available during redundancy including how to access them, whom to contact and where to go.
- Advice on job search methods (CV, interview skills, applications for support or referral to enhanced services).
- Considering possible progression paths, personalising options.
- Knowing what is and is not available and/or possible and discussing alternatives.
- Helping learners access technology to aid their progression.

5. Confidentiality and Data Protection

All records of learner interactions with IAG services are stored securely in compliance with HBXL's GDPR Policies and Procedures and HBXL's Data Retention Policy. Learners are informed of how their data will be used and have the right to access their records upon request.

6. Review and Monitoring

The IAG Policy will be reviewed bi-annually by the Skills & Quality Assurance Manager in consultation with the Skills Academy Lead, tutors, and learner feedback. Adjustments will be made in response to changes in national guidance or local labour market needs.