

Didac Information Advice and Guidance Policy

Introduction

Didac is dedicated to offering comprehensive, accurate, and impartial Information, Advice, and Guidance (IAG) services to support learners in their sectors. We aim to assist learners in making informed decisions about their career paths and achieving their full potential. This policy outlines the principles and standards that guide our IAG services.

Scope

This policy applies to all learners participating in Didac's funded training programs. It encompasses the provision of accurate and impartial information, advice, and guidance related to career options, courses, qualifications, and support services offered by Didac.

Responsibilities

Management

Managers, including the IAG Lead, Elaine Stanley, oversee the implementation of IAG services. They will ensure that trainers/assessors receive appropriate training for effective guidance. Managers will also review the quality and effectiveness of IAG sessions and ensure compliance with this policy.

Employees

All trainers/assessors are responsible for delivering IAG sessions in a professional, supportive, and non-discriminatory manner. They will actively engage with learners, providing accurate and impartial information about their sectors, career pathways, and progression opportunities. Trainers/assessors will support learners in identifying their strengths, interests, and goals and provide appropriate guidance and signposting to resources and support services.

IAG Service Delivery

Didac provides three IAG sessions during the apprentices/student's programme of learning, one at the beginning, one in the middle, and one at the end of their training program. These sessions will focus on career aspirations, learning development, and support needed for progression. Trainers/assessors will engage learners in interactive discussions, exploring their interests, skills, and goals. They will guide suitable career pathways, apprenticeship opportunities, and further education options within the sector or other sectors of interest.

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Referrals and Signposting

In situations where learners require specialised support beyond the scope of Didac's services, trainers/assessors will make appropriate referrals to external organisations or agencies. Referrals will align with data protection regulations and relevant policies, including the. Trainers/assessors will provide learners with signposting information, directing them to other IAG service providers or specialist agencies for specific needs related to finance, health, relationships, or other relevant areas.

Confidentiality and Data Storage

Didac values the privacy and confidentiality of learners' information. All information shared during IAG sessions will be treated as confidential and stored securely on Didac's ePortfolio system. Access to this information will be limited to authorised personnel for assessment and quality assurance purposes, ensuring compliance with data protection regulations.

Feedback and Continuous Improvement

Didac welcomes feedback from learners to improve the quality and effectiveness of our IAG services continually. Feedback will be collected through surveys, focus groups, or individual discussions. The IAG Lead, in collaboration with trainers/assessors, will review the feedback, identify areas for improvement, and implement necessary changes to enhance the delivery of IAG sessions and meet learners' needs.

Complaints and Grievances

Didac has a formal complaints and grievances procedure in place. Learners with concerns or issues about IAG services can report them following the established process. All complaints will be handled promptly, confidentially, and in accordance with Didac's complaint resolution policy. Resolutions will be fair and aimed at improving the learner's experience and the overall quality of IAG services.

Equality and Diversity

Didac upholds an Equality and Diversity (E&D) policy, ensuring equal opportunities for all learners regardless of gender, ethnicity, age, disability, or any other irrelevant distinction. IAG sessions will be delivered in a manner that promotes inclusivity and respect for diversity. Trainers/assessors will foster an environment that supports learners from all backgrounds, treating them solely on the basis of their merits, abilities, and potential.

Safeguarding Apprentices/Students

Didac is committed to safeguarding the well-being of apprentices and students. We have implemented a comprehensive Safeguarding Policy outlining the procedures and responsibilities for ensuring their safety. All trainers/assessors involved in IAG sessions will adhere to the Safeguarding Policy and report any concerns or incidents to the designated safeguarding officer as outlined in the policy.

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Link to Modern Slavery Policy

As part of Didac's commitment to addressing modern slavery, our IAG services are aligned with the principles outlined in the Modern Slavery Policy. Trainers/assessors will be aware of the signs of modern slavery and human trafficking. If any concerns arise during IAG sessions, they will follow the procedures outlined in the Modern Slavery Policy to report and address such concerns appropriately.

Review and Monitoring

Didac is committed to reviewing and monitoring the effectiveness of its IAG services. The IAG Lead, in collaboration with trainers/assessors, will conduct regular evaluations to assess the quality and impact of IAG sessions. These evaluations will consider learner feedback, outcomes, and alignment with industry standards. Any necessary updates or improvements will be implemented to enhance the delivery of IAG services and ensure they remain relevant and effective.

Version Control

Date	Section(s) amended	Brief Description	Author
30/05/2023	N/A	Policy complete rewrite	Gavin Lewis
02/06/2023	N/A	Formal review and adoption by Didac Board of Directors	