Information, Advice and Guidance Policy

At KBM Training & Recruitment Ltd., we are committed to ensuring our learners, prospective learners, and other stakeholders can access superior information, advice, and guidance. Our commitment is to provide impartial support that enables individuals, groups, and businesses to make informed decisions and unlock their full potential.

KBM Training & Recruitment Ltd. successfully completed its annual Matrix review and remains Matrix accredited, ensuring that information, advice, and guidance services continue to meet the principles of the Matrix Quality Standard

KBM's IAG Policy Aims and Objectives

Increase Programme Engagement:

- Boost the number of queries and applications from learners and employers, translating into successful programme starts.
- Implement targeted strategies to enhance learner and employer engagement throughout the entire lifecycle.

Enhance Learner Retention and Achievement:

- Implement measures to reduce early programme departures and increase the number of learners who complete their programmes.
- Evaluate and address the factors contributing to learner attrition.

Foster Employer Relationships:

- Increase the volume of repeat engagement with employers.
- Develop initiatives to strengthen partnerships with employers, creating mutually beneficial relationships.

Improve Learner Progression

- Enhance the percentage of learners positively progressing in their chosen paths.
- Implement support structures to guide learners through their learning journey effectively.

Support Quality Improvement:

- Contribute to improving retention and achievement rates through continuous evaluation and enhancement of our services.
- Regularly review and update policies and practices to align with best practices and industry standards.

Ensure Equality of Access:

- Implement strategies to ensure all learners and customers have equal access to impartial IAG.
- Monitor and address any potential disparities in access and outcomes.

Enhance Customer Satisfaction:

- Collect and analyse feedback to gauge learner and customer satisfaction with the IAG received.
- Use feedback to make informed improvements to the quality and delivery of IAG services.

Staff Training and Resources:

- Regularly update and improve staff training programmes to provide learners with up-to-date, impartial, and effective IAG.
- Ensure staff resources and tools align with industry standards and best practices.

Business Model Development:

- Explore and implement opportunities to expand the business model, offering impartial IAG services to employers and learners.
- Identify potential markets and customise services to meet diverse customer needs.

Provide Comprehensive Information:

- Deliver clear, friendly, patient, impartial advice, information, and guidance about all learning and employment options.
- Use various communication channels, including but not limited to e-portfolios, marketing materials, and online platforms.

Support Informed Decision-Making:

- Assist individuals, groups, and businesses in making informed choices and develop personalised learning plans for the future.
- Provide tailored support based on individuals' and organisations' unique circumstances, abilities, and targets.

Ensure Regular Personal Support:

- Offer ongoing personal support and information on progress to individuals and groups.
- Facilitate regular check-ins to assess progress and address any concerns or challenges.

Guide Transition and Continued Learning:

- Help individuals and groups decide on their next steps, including further learning and employment.
- Provide resources and guidance for developing skills during the transition to work and continued education.

Encourage Involvement in Decision-Making:

- Facilitate opportunities for individuals and groups to actively participate in decisions affecting their learning, operations, and businesses.

- Solicit and consider feedback to improve services and policies.

Data Collection and Analysis:
- Collect data at different stages of IAG and individuals' journeys.
- Utilise data and feedback to continually improve the quality and effectiveness of IAG services.

Policy Undertaking

Courteous and Fair Treatment:
- All stakeholders are treated with courtesy and fairness in all interactions.
- Respect for each other's rights and beliefs is maintained, regardless of characteristics defined in the Equality Act 2010.

Non-Discrimination:
- The IAG service is free from any form of direct or indirect discrimination by perception or association.
- Proactively identify and address any instances of discrimination in the delivery of services.

Confidentiality:
- Uphold learners' rights to privacy to protect their interests and personal information.
- Implement secure practices for handling and storing sensitive data.

Accessibility for All:
- Ensure IAG services are accessible to all individuals, groups, and businesses.
- Consider diverse needs and provide additional support for learners with identified disabilities to enable access to IAG services.

Equality Impact Assessment:
- The implementation of this policy is not deemed to cause any negative impact on learners from different backgrounds or with protected characteristics.
- Periodically review resources to address the evolving needs of learners with differing requirements.

Access:
- IAG is widely accessible through the e-portfolio, marketing, and publicity materials, which are free of charge.
- Prospective learners applying for training courses or apprenticeships receive comprehensive information, advice, and guidance.

- All current learners undergo initial assessments, induction, and periodic progress reviews, including information, advice, and guidance on progression opportunities.
- Employers considering apprenticeships or government-funded programmes receive detailed information and guidance on their responsibilities under the appropriate funding rules.

Staff:

- Staff involved in front-line IAG services are suitably qualified and possess the skills and knowledge to quickly and effectively identify individual, group, and business needs.
- Staff are equipped to address the needs directly, signpost, or refer individuals and groups to suitable alternative provisions.

Standards:

- KBM Training & Recruitment Ltd. successfully completed its annual Matrix review and remains Matrix accredited, ensuring that information, advice, and guidance services continue to meet the principles of the Matrix Quality Standard.
- Impact data for IAG is systematically collected through KBM surveys to enable year-on-year comparison. Learner satisfaction data is gathered during progress reviews and exit interviews, contributing to the KBM self-assessment and quality improvement planning process at the end of each academic year.

KBM's IAG Service Strands

- KBM Training & Recruitment Ltd. adopts a holistic approach to providing IAG services. While distinct departments serve specific clients or customer groups, they are interlinked to provide various options and progression pathways.
- Departments do not operate in isolation, collaborating to offer comprehensive solutions to customers. For example, upon determining a candidate's suitability for a traineeship programme, the Recruitment Department will guide the individual through the Work-Based Learning Department for progression to a full apprenticeship. Simultaneously, the employer is linked to opportunities to embed the Training Department's health and safety, first aid, or customer service training within the apprenticeship programme.

Service Users:

The KBM Training & Recruitment Ltd. IAG service caters primarily to young people and adults seeking career opportunities, qualifications, and employment. It also serves employers looking to recruit apprentices, implement staff development plans, and access funding opportunities.

IAG services broadly fall into the following categories for learners:

- **Recruitment:** Pre-employment support.
- **Initial Assessment and Alignment:** Conducted at the start of the programme.
- **Progress Review:** Carried out during the programme.

- **Progression:** Addressed at the end of the programme.

For employers, IAG services include:

- **Recruitment:** Supporting the hiring process.
- **ONA (Organisational Needs Analysis) and TNA (Training Needs Analysis):** Assessing organisational and training needs.
- **Funding and Business Development Opportunities:** Information on available funding and business growth avenues.

Boundaries:

- Staff are keenly aware of the limited advice and guidance they can provide. When engaging with employers and learners, they understand key legislation such as the Apprenticeship, Skills, and Learning Act.
- Staff are trained in compliance with the Safeguarding Vulnerable Groups Act and are familiar with referring any concerns to the Designated Safeguarding Officer.

Definitions:

Information

- Learning and employment opportunities are conveyed through various media sources, including but not limited to posters, face-to-face contact, written/printed material, telephone communication, and the website.
- Supplementary guidance/posters on prominent places for further support, addressing issues beyond the KBM domain (e.g., debt counselling, family issues, housing issues, drug abuse, etc.).

Advice

- Helping individuals, groups, and businesses understand and interpret information.
- Providing information, answers to questions, and clarifying misunderstandings.
- Understanding the circumstances, abilities, and targets of individuals and organisations.
- Advising on options or how to follow an agreed course of action.
- Identifying needs, including signposting and referring individuals and groups needing more in-depth guidance and support.
- Advisory work is provided on a one-to-one basis and may extend to groups.

Guidance

- Supporting individuals, groups, and businesses to understand themselves and their needs better.
- Assisting individuals and groups in confronting barriers to understanding, learning, and progression.
- Resolving issues and conflicts.
- Developing new perspectives and solutions to problems.

- Supporting individuals and groups to manage their lives better and achieve their potential.
- Guidance may involve advocacy for some individuals and groups and referral for specialist guidance and support.

Specialist Resource:

- The Source has established relationships with many referral organisations, specialist support organisations, and local community groups.
- Interagency network groups are well-established and operate at local, regional, and national levels.

Inclusive IAG under SEND Legislation

In strict adherence to SEND (Special Educational Needs and Disabilities) legislation, particularly the SEND Code of Practice, KBM is committed to providing inclusive and accessible Information, Advice, and Guidance (IAG) services. Aligned with the principles of the Children and Families Act 2014, the Equality Act 2010, and the Special Educational Needs and Disability Regulations 2014, our IAG policy emphasises the importance of identifying and meeting the unique needs of learners with special educational needs or disabilities. This commitment underscores our dedication to promoting an inclusive and supportive environment that respects all learners' rights and individual requirements.

Safeguarding:

Safeguarding is a paramount concern at KBM Training & Recruitment Ltd., where Waqas Yaqoob is the designated safety officer. His role involves overseeing and implementing safeguarding policies and procedures and conducting regular training sessions for staff to enhance awareness. Waqas is the central point of contact for safeguarding concerns, managing the reporting process and collaborating with external agencies when necessary. Additionally, he actively promotes a safeguarding culture, fostering open communication and continuous improvement through:

- Advocacy for a robust safeguarding culture within KBM
- Prompt management of safeguarding concerns
- Collaboration with external agencies
- Regular training sessions for staff

Agreed/signed by: Salman Khan
Position: CEO/Director