

Information, Advice and Guidance (IAG) Policy

1. Purpose of the Policy

This policy outlines Stanfords Training's commitment to delivering high-quality, impartial and accessible Information, Advice and Guidance (IAG) to all prospective learners, current learners, employers and stakeholders. The purpose is to ensure that every individual receives accurate and relevant information to make informed decisions about education, career pathways, progression routes and any additional support needs.

The policy ensures compliance with statutory requirements, including safeguarding legislation, the Equality Act, the Data Protection Act and UK GDPR. It also ensures alignment with the expectations of Ofqual and awarding bodies.

2. Scope

This policy applies to all staff, contractors, partners and representatives who provide IAG on behalf of Stanfords Training. It covers all programmes delivered by the organisation, including classroom-based provision, online learning, apprenticeships, employability programmes and employer-based delivery.

It also applies to all interactions in which information, advice or guidance is shared, whether this is conducted face-to-face, online, by telephone, during assessment processes or through marketing materials.

3. Definitions

Information refers to the factual details provided to learners, such as course requirements, fees, assessment methods and funding options.

Advice refers to helping individuals interpret the information available to them to determine which options best suit their goals or circumstances.

Guidance refers to structured, personalised support that helps learners make long-term decisions about education, work or personal development, often including referrals to specialist services.

4. Legal and Regulatory Framework



Stanfords Training delivers IAG in accordance with legislation and recognised standards of good practice. This includes statutory safeguarding guidance, the Prevent Duty, the Equality Act 2010, the Data Protection Act 2018 and UK GDPR. The organisation follows national expectations for careers and learning guidance.

In addition, the policy aligns with the requirements of awarding bodies, JCQ regulations on assessment, reasonable adjustments and centre responsibilities. All IAG involving qualification pathways or assessment structures must be accurate, up to date and fully consistent with the most recent awarding body specifications.

5. Principles of IAG Delivery

Stanfords Training is committed to delivering IAG that is accurate, impartial and tailored to each individual's needs. All information provided must be factually correct and reflect the most recent versions of qualification specifications, funding rules and organisational procedures.

IAG must always remain impartial. Staff will not steer learners towards particular programmes for organisational or financial gain. Instead, they must ensure that all realistic options are presented clearly and that learners are supported to make autonomous, informed decisions.

The organisation ensures that IAG is accessible to all individuals, including those with disabilities or additional learning needs. Reasonable adjustments will be offered as required under the Equality Act, and information will be provided in alternative formats wherever necessary.

Confidentiality remains central to IAG delivery. All personal information collected during the process must be handled securely and processed lawfully under UK GDPR.

6. Delivery of IAG

IAG is delivered through a range of channels, including individual guidance appointments, group workshops, employer engagement activities, digital resources, induction sessions and ongoing learner reviews.

Learners may receive support with course choices, funding and financial advice, study expectations, careers planning, progression routes, employability skills, work placements and referrals to external agencies where specialist support is required.

Where an adviser identifies a need for additional support such as learning support, mental health services or welfare advice, they must ensure that the individual is signposted or referred promptly and appropriately. Referrals must be recorded within the learner's file.

7. Impartiality and Conflicts of Interest

Stanfords Training ensures that all IAG is impartial, balanced and free from bias. Staff must disclose any conflicts of interest that could influence the advice they provide. Any information related to employer partnerships, funded opportunities or commercial relationships must be communicated transparently, ensuring that learners fully understand their options.

8. Staff Competence and Training

Only suitably trained and competent staff may provide IAG. All staff involved in IAG will receive induction training that covers safeguarding, data protection, equality and diversity, confidentiality and requirements.

Ongoing continuing professional development (CPD) is required to maintain accuracy and professional standards. Staff will receive regular updates on qualification changes, awarding body rules, labour market information and any legislative changes that affect IAG delivery.

9. Data Protection, Confidentiality and Consent

All personal information gathered during IAG processes must be processed in accordance with GDPR and the Data Protection Act 2018. Learners must be informed of how their data will be used, stored and shared. Explicit consent must be recorded where required.

Information will only be shared externally with the learner's permission unless safeguarding legislation mandates disclosure. All records will be stored securely and retained according to Stanfords Training's retention schedule and requirements.

10. Accessibility and Reasonable Adjustments

Stanfords Training is committed to ensuring that IAG is accessible for all learners, including those with disabilities or additional needs. Reasonable adjustments will be made for meetings, materials and assessments in line with the Equality Act 2010 and awarding-body guidance.

Where adjustments relate to formal assessment, the appropriate evidence and documentation will be obtained and submitted through the correct procedures.

11. Safeguarding and Prevent Responsibilities

All staff delivering IAG must remain vigilant in recognising safeguarding or Prevent concerns. Any concern identified during an IAG session must be reported immediately to the Designated Safeguarding Lead in accordance with Stanfords Training's Safeguarding Policy.

Learners under 18 or adults at risk will receive additional considerations, and appropriate involvement of parents, carers or external agencies will occur where appropriate and lawful.

12. Alignment with Awarding-Body Requirements

Stanfords Training ensures that all IAG is fully aligned with awarding-body expectations. This includes:

- using the most up-to-date qualification specifications provided by IfATE, DfE, Ofsted, and awarding bodies
- ensuring that information provided to learners about assessments, curriculum, grading, moderation and progression is accurate
- following IfATE, DfE, JCQ and awarding-body requirements relating to access arrangements and
- cooperating fully with Ofsted, EPAOs, external quality assurers (EQAs or EQS teams) and maintaining reasonable adjustments accurate IAG-related documentation for audits or external visits
- ensuring that learners are provided with the correct candidate information and privacy notices where required

Where IfATE, DfE, Ofsted or awarding bodies publish revised guidance or procedures, the IAG Lead will ensure that staff receive updates and that the policy is amended where necessary.

13. Record-Keeping

Staff must keep clear and accurate records of all IAG interactions, including key discussions, decisions made, referrals, action plans and consent to share information. These records



support learner progression, safeguarding, quality assurance and awarding-body compliance.

Records will be stored securely and retained in line with funding and awarding-body requirements, as well as the organisation's data retention policy.

14. Quality Assurance and Monitoring

The IAG Lead is responsible for continuous quality assurance of IAG provision. This includes periodic audits of IAG records, learner feedback analysis, staff observations, data reviews and checks to ensure alignment with awarding-body requirements.

Performance indicators such as learner satisfaction, progression outcomes, uptake of referrals and external quality assurance feedback, will be monitored and used to inform improvements.

The policy will be reviewed annually or sooner if changes in legislation, funding rules or awarding-body requirements necessitate an update.

15. Complaints and Feedback

Learners who are dissatisfied with any aspect of the IAG they receive may raise concerns through Stanfords Training's Complaints Procedure. All complaints will be investigated fairly, and where the issue relates to safeguarding, data protection or equality, the matter will be escalated in line with relevant statutory requirements.

Feedback about IAG provision will be used to enhance and improve the service continually.

16. Partnerships and External Engagement

Stanfords Training works collaboratively with employers, local authorities, support services, awarding bodies and community organisations to ensure that learners receive a comprehensive and informed service. All partnership activity will follow safeguarding requirements, maintain impartiality and uphold the standards outlined in this policy.

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Signed: