



Information, Advice and Guidance Policy

Purpose:

Thrive-skills LTD understands that clear, honest, unbiased Information, Advice and Guidance underpins every next step a student may take in their personal and career journey.

Thrive-skills IAG enables students to make realistic, well informed decisions about training and development, which aids career progression and helps understand pathways into training, employment and further education as well as supporting learners with personal wellbeing and resilience. Thrive delivers IAG which is current, reliable, easy to understand and up to date, that can support a wide range of questions or concerns that may develop when considering engaging in skills and learning. This policy ensures IAG covers a range of activities, tasks and support that will help students become more self-reliant and better positioned to manage their personal and career development, by identifying individual learner needs and additional learning support, which form a part of individual learning plans.

Objectives

- To find effective solutions for learning and training, for any students perceived barriers and challenges to development and progression
- To deliver and embed an understanding of Equality and Diversity, British Values, Safeguarding and Prevent, and Functional skills for all cohorts of students
- To guide students to understand the range of opportunities available to them through clear information in a wide variety of contexts, which helps them make informed decisions about their current and future prospects
- To support students personal wellbeing and encourage resilience in personal and career pathways

Measurements of success in IAG

At Thrive-skills we use a range of methods to ensure our information, advice and guidance is suitable for students, we measure this by using the below indicators:

- Student Feedback from set questions inclusive of support given
- Measurement against set contractual learner retention and success rates
- Destination data targets per cohort, tutor and organisational, discussed in external security meetings
- Organisational operational plans targets
- Student Confidence reports
- Completion of 'Career aim' tasks

Promotion of IAG

Thrive-skills regularly promotes information, advice and guidance for all students.

We have developed a range of effective points on a qualification to offer individual IAG and CIAG.



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- Meet the tutor meetings and initial IAG/ILP
- Aims Tasks
- Further education Tasks
- Functional skills
- 121 meetings for support throughout the course, inclusive of learner contact calls
- Hot Topics/News letters
- Embedded Safeguarding, Prevent and British values
- Embedded Equality and Diversity
- Resilience course
- Embedded health and wellbeing units
- Support on going through discussions in live sessions and whats app support groups
- End IAG and signposting

Accessibility

Accessibility to information, advice and guidance (IAG) is a fundamental right for all individuals. It can help them understand their rights and empower them to make informed decisions about their lives. Thrive-skills ensures that the information they provide is clear, accurate, up-to-date and accessible for everyone regardless of age, disability or background. This includes making sure it is available in alternative formats such as digital or printable.

Confidentiality

Advice and guidance that is provided to individuals should be kept confidential, unless there are specific legal requirements that require disclosure. Confidentiality is an important part of the trust between the individual receiving advice and the staff providing it.

Thrive-skills provide a privacy notice in the student loan handbook, which outlines how personal information is used and what personal information is captured and the reasons why.

When sharing information with other professionals, staff should only do so after obtaining consent from the individual concerned or when it is necessary because of safety concerns or safeguarding issues. Any records created during IAG meetings must also be securely stored on Thrive-skills drives and retained in line with our Data protection and GDPR policy.

Equality and Diversity

Equality and diversity in information advice and guidance (IAG) is essential for ensuring that all individuals have access to the same quality of services. This means that people from different backgrounds, with different needs and abilities are treated equally when accessing IAG.

Thrive-skills creates an environment which actively promotes equality of opportunity, respect for diversity, fairness, dignity and inclusion. This is achieved by creating effective policies and procedures, creating individual learning plans that are inclusive of disabilities or vulnerabilities and seek to include how the student would like to be supported, recruitment processes, annual training which focus on developing skills in working with diverse groups of people; using language which is inclusive and setting up systems which ensure everyone has equal access to services.



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Impartiality

Thrive skills provides unbiased IAG, objective advice to those seeking it. This includes a duty of care to ensure that the information provided is accurate, up-to-date, comprehensive and relevant. Furthermore, individuals are given an opportunity to ask questions and make informed decisions based on all the facts available with the guidance of their tutors.

Transparency

Thrive-skills offers a range of CIAG/IAG with transparency in mind, providing clear and accurate information to students. This includes making sure that all relevant data is available for review, as well as ensuring that any communication is open and honest. It's also important to Thrive-skills to ensure that everyone involved has access to the same resources so they can make informed decisions. Additionally, it's essential to provide timely feedback on progress or changes so people feel their opinions are being taken into account.

Trustworthiness

Thrive-skills review and monitor the information and advice it offers to students to ensure it is trustworthy, reliable and accurate. Additionally, Thrive-skills understands it is important to consider multiple sources when seeking advice or guidance so that a well-rounded perspective can be obtained.

Duty of care

The duty of care in information advice and guidance is the responsibility of Thrive-skills employees to provide accurate, up-to-date and relevant advice to students. This means that it is essential for a tutor to make sure they have a thorough understanding of their students' needs before providing any form of advice or guidance. Additionally, staff ensure that their advice remains confidential at all times and only shared on a need-to-know basis, unless otherwise stated by the student.

Autonomy

Thrive-skill provides a platform for autonomy in information advice and guidance. We encourage individuals to access, interpret, and use information independently. This means that people are able to make decisions based on their own understanding of the facts rather than relying on someone else's opinion or advice. Students are encouraged to ask questions when they need clarification or further explanation, as well as challenge ideas or assumptions that don't seem right.

Accountability

Thrive-skill has a responsibility to provide high quality information which helps individuals make informed decisions about their future. Thrive-skills have clear procedures in place for providing advice and guidance, including a system of checks and balances to hold personnel accountable for their actions. For example, Thrive-skills have put processes in place for monitoring feedback from students through satisfaction scores or carrying out regular audits of service delivery.

CPD



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Thrive-skills has developed a continuous professional development programme, which ensures those who offer students with IAG, develop their skills and knowledge. This also involves keeping up to date with current developments in the field, reading books and articles related to the subject, joining professional organisations or networks, participating in online discussion forums, taking courses or workshops related to the topic area, seeking out mentors for feedback and advice on issues that arise from practice in this field. Additionally it can involve engaging with colleagues through peer-supervision activities.

Wellbeing

Students well-being is of the upmost importance to Thrive-skills, we understand that when a learner's mental health is affected that thinking about your future can be a stressful task, at Thrive skills we encourage learners to speak to their tutors about their mental health and will make every attempt to support a learner on an individual basis

A range of support systems are in place to support learners through difficult times, this might include the following:

- Extra/extended deadlines for work to be submitted by
- 121 session to focus on work and support between to the tutor and learner
- Signposting to external support agencies for professional advice
- The use of professional advice tips and tricks such as breathing exercises for anxiety
- Break in learning – pausing of qualification (criteria must be met)

Quality Assurance Systems and Responsibilities

The provisions of IAG are quality assured through student feedback and data capturing against success of chosen pathway, senior leaders are responsible for monitoring delivery, this includes observations of ILP/IAG documents to identify further support opportunities.

Responsibilities:

Marketing & recruitment: Has the responsibilities of providing detailed e-brochure that informs applicants of their options of funding, details of course and content, kit content.

Assessors/Tutors: Has the responsibilities of understanding and providing IAG and external signposting on an individual basis at the start, throughout and end of all courses.

Senior leadership: Has the responsibility to provide Current, up to date signposting, resources and information that is managed against business and economic objectives and monitoring delivery, and observations of ILP/IAG

Thrive-skills Ltd will:

Continue to improve its IAG delivery

Continue with external accreditation of our IAG with Matrix assessment

Provide current, up to date signposting



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This policy is to be reviewed annually or if guidance of IAG should change.

Review: July 2026