

IAG Policy

PMA is committed to offering an Information, Advice and Guidance (IAG) service which is accessible to all our apprentice / learners to help and support them to achieve their full potential.

Our IAG is available to prospective apprentices / learners, those on a programme and others including employers. PMA aim to provide information and advice which will empower individuals and assist them to make informed decisions about their career pathway and choices regarding learning and work.

Objectives:

- To provide clear, accurate, up to date impartial information regarding client options and opportunities which is individual and inclusive.
- To explain the potential routes clients can explore and consider meeting their individual needs.
- To ensure staff are trained in the delivery of IAG services commensurate with their roles.
- To signpost or refer to colleagues or other agencies likely to be relevant to their individual needs, where available.
- To explain support available for apprentices / learners related to education, welfare, employment and where identified specialist services.
- To inform apprentice / learners about the range of skills and qualifications they will need to sustain employment in the workplace both today and in the future.
- To monitor the success of the service using apprentice / learner feedback to help identify where improvements can be made

Statement of Intent

PMA aims to provide high quality information, advice and guidance which will enable staff, apprentice / learners, employers and prospective apprentices / learners, to make informed choices about ways in which PMA could meet their individual training and development needs.

Accurate and impartial Information, Advice and Guidance (IAG) is provided on the PMA website, VLE, in learning resources, the apprentice / learner handbook, and is available to any individual on request. Advice provided is confidential (legal exceptions applying) to enable apprentices / learners and potential apprentices / learners to make informed choices as to the most appropriate route for their own personal and career development. Information, advice and guidance is provided by all staff commensurate with their role.

Aim of the Policy

The aim of the policy is to set out the information, advice and guidance services that PMA aims to provide to potential and current apprentices / learners, staff and employers.

The policy should be read in conjunction with other policies and procedures.

Statement of Service

This statement sets out the details of the Information, Advice and Guidance services available to apprentices / learners and employers. The purpose of the statement is to clarify what is on offer, and what can be expected when using the service.

Who can use our services?

- Current apprentices / learners who are enrolled on an apprenticeship programme with PMA.
- Enquirers, prospective apprentices / learners who may be interested in undertaking an apprenticeship with PMA.
- Employers who require information about PMA apprenticeship provision, funding processes, and recruitment services.

What can you expect from us?

- Accurate and impartial information, advice and guidance on the full range of services we offer on our apprenticeship programmes. We will signpost and suggest alternatives if this is more appropriate.
- Accurate and impartial information, advice and guidance to employees about their rights, entitlements and responsibilities as employees, about staff development and opportunities, about performance management and grievance procedures, and about opportunities to contribute to the strategic planning of the business overall.
- A service that meets national standards. PMA aim to meet the Principles for Coherent Service Delivery laid down by The National Information, Advice and Guidance Board and which meets the standards required for matrix accreditation. This means that our service will be:
 - Accessible and visible.
 - Professional and knowledgeable.
 - Impartial.
 - Responsive.
 - PMA aim to treat all our apprentices / learners solely on the basis of their merits, abilities and potential, regardless of gender, race, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstances, sexual orientation, or any other irrelevant distinction.
 - In order to provide the best possible service, which meets the highest standards of equality of opportunity, we keep a record of your details, your academic record, and your contact with us. This record can only be accessed by authorised staff who need to see this information as part of their work. PMA take all appropriate physical, technical and contractual measures to ensure that information cannot be used by anyone outside of the organisation.

What do we expect from you?

- As much relevant information as you can give us so that we can answer your enquiry fully, for example, disclosing a disability or additional requirements to enable us to provide support is required.
- If you have any questions or concerns about your application, your enquiry, your apprenticeship programme, or your progress, we expect you to contact us as soon as possible in order to resolve the issue.
- We are committed to developing the quality of our services and we regularly seek the views of our apprentices / learners and employers to find out how satisfied they are with the services and support provided by PMA.
- We aim to ensure that you are satisfied with the service you receive, but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint then we will treat it in confidence and aim to resolve it fairly and quickly in accordance with the complaints policy, a copy of which can be obtained from Head Office.

The Services We Offer

Prior to starting your apprenticeship programme / learning we provide:

- Information on the website about our apprenticeship programmes and qualifications, and about the services provided to apprentice / learners and employers. This information is regularly updated and comprehensive.
- Access to our team, who can provide you with more information about the options available to you.
- A telephone interview with a member of our team who will discuss your educational background and needs, your career aspirations, and the options available to you.
- Information, advice and guidance at conferences, and through our marketing stand at various shows and events.
- Detailed information, advice and guidance about the cost of our apprenticeship programmes and any financial support that may be available to you.

Once you have started your apprenticeship programme / learning we will provide:

- Information about the enrolment process and about any costs that you may incur if you need any equipment or resources.
- A comprehensive induction programme which will include information about:
 - Your specific programme and the apprentice / learner journey.
 - Learning support available to you.
 - PMA, the team and its policies.

During your apprenticeship programme we will provide:

- Ongoing information, advice and guidance to support your learning and your personal development, this will include:
 - On learning-based support from your Tutor/Assessor.
 - Signposting to appropriate sources of Information, advice and guidance to enable you to plan your personal, educational, and career development.
 - Reasonable adjustment and study support to facilitate your studies if you have additional support requirements.
 - Regular feedback on performance, identifying goals and agreed actions to achieve the goals.
- Access to information, advice and guidance on:
 - Personal well-being, including being health and staying safe.
 - Enjoying and achieving by setting priorities for learning and work and developing a work life balance.

When your apprenticeship programme is complete, and you are ready to move on we will provide:

- Signposting to appropriate sources of help and support to enable you to choose what you will do next.
- Signposting you to appropriate sources of professional support who can provide you with more information about options beyond your present programme, whether it is progression to another programme, or progression to further/higher education.

How to Contact Us

In Writing;

PMA
 PMA House
 The Old Post Office
 1 Macclesfield Road
 Alderley Edge
 SK9 7BQ

By Telephone; 0330 111 6459
 By E-mail; enquiries@practicemanagersuk.org
 Via the Website; https://practicemanagersuk.org/contact-pma/

Main Contacts:

Name	Job Title	Address	Mobile phone
Ian Jones	Operations Director	ian@practicemanagersuk.org	07880 788 985
Austin Ambrose	Client Services Director	austin@practicemanagersuk.org	07726 921 685
Lisa Lindgren	Head of Education	lisa@practicemanagersuk.org	07751 091 395

Should you have any concerns around Safeguarding please email:

PMA DSL, Lisa Lindgren at: safeguarding@practicemanagersuk.org

Please be assured your email will be treated in the strictest confidence and that you will receive a direct reply from Lisa within 24 hours.

Revisions control:

Date	Summary of changes made	Changes made by (Name)	Version No.
October 2018	IAG Policy created	Elaine Crowther	V1.0
October 2019	Grammatical changes only	Elaine Crowther	V 2.0
June 2020	Added to new template & address change	Sue Chadwick	V2.1
October 2020	Full review – no amends – added IAG strategy	Lisa Lindgren	V3.0

Next Review Due: October 2021