

# **QLYMPUS ACADEMIC AND TRAINING SERVICES LIMITED (QATSL)**

## **Information, Advice & Guidance (IAG)**

### **Statement of Service**

#### **Introduction**

The purpose of the Information, Advice and Guidance Service is to support individuals to achieve their aspirations, including their learning and career goals.

Through the delivery of Information, Advice and Guidance, we will support individuals to make decisions about learning and career planning based on their individual needs, circumstances, and interests. We place an emphasis on opportunities for independent self-assessment and decision making by providing information and advice that is easy to access, understand, clear, relevant, and up to date.

The service aims to support high levels of participation, achievement, and progression for both employed and unemployed adults.

#### **What you can expect from the IAG service:**

- We will advertise the service so that enquirers and clients know what they can expect and how to access it, including the publication of a Statement of Service which will be displayed on our website and in centres.
- We will offer the service at all stages of all programmes that we deliver.
- The service will be provided in a supportive and confidential capacity and is free of charge.
- The service will be impartial and objective in order to best meet the needs of those who access it.
- Information, advice, and guidance will be delivered by appropriately trained, qualified and experienced staff.
- Information, advice, and guidance, including our online information and advice is accurate and up to date.
- Information, advice, and guidance is provided in a range of formats to suit individual needs.
- The service will be delivered in our centres, from outreach locations or remotely, over the phone and within the workplace to ensure it is accessible to all those who require it.
- QLYMPUS ACADEMIC AND TRAINING SERVICES LIMITED (QATSL) will refer or signpost to appropriate and reputable external organisations in order to best meet the needs of those who access the service.
- The service will be quality assured, including seeking the feedback from service users and acting upon it to drive improvements.