

Information, Advice and Guidance

Version: 2.0; effective from March 2025

Policy Summary: The Information, Advice and Guidance policy document is a summary of the Cheynes Training approach to delivering high quality information, advice and guidance to learners on our programmes. This policy has been drafted in conjunction with the seven elements of the Matrix Standard 2023.

1. Purpose of the Policy

- 1.1 Cheynes Training supports the concept of lifelong learning and endeavours to provide high quality information, advice and guidance (IAG) to all learners involved in our programmes. This policy outlines our commitment to providing high-quality IAG services to apprentices, employers and other stakeholders. Our IAG services aim to support individuals in making informed decision about their education, training, and career paths, in line with the Matrix Standard 2023.
- 1.2 This policy outlines the principles, procedures, and standard that govern the delivery of IAG within Cheynes Training.

2. Scope

Cheyne Training recognises the importance of high-quality IAG, therefore this policy applies to all IAG services provided by our organisation, including:

- Pre-entry guidance for prospective apprentices
- On-programme support throughout the apprenticeship journey
- Exit and progression advice upon completion
- Employer engagement and guidance

3. Definitions

To clarify the scope of the services Cheynes Training provide, we define IAG as follows:

- **Information** – providing accurate and comprehensive data on learning and career opportunities, entry requirements, qualification options, funding and support service
- **Advice** – helping individuals interpret and understand information to identify suitable options based on their circumstances and aspirations.
- **Guidance** – supporting individuals in exploring skills, interests, and values, and developing action plans to achieve their goals.

4. Our Commitment

Cheyne Training is committed to providing IAG that is:

- Timely and in a form that is easily understood by learners and their advisors
- Designed with quality built in
- Objective, free from bias, independent, confidential, ensuring personal information is handled securely (see our GDPR Policy for more detail on our methods for managing, storing, and using personal data).
- Promotes/
- Promotes inclusivity and is focused on the individual needs of each learner and employer

- Provided by an experienced team
 - Available to all, free from stereotyping physical or cultural barriers and in accordance with our Equality, Diversity and Inclusion Policy.
 - Proactively promoted and easily accessible to all users
 - Subject to evaluation and continuous improvement to maintain our high standards
- 4.1 Cheynes Training holds the Matrix Standard as evidence of our commitment to providing high-quality information, advice, and guidance.

5. The Delivery of Information, Advice and Guidance (IAG)

Our IAG services are delivered through multiple channels:

- One-to-one guidance sessions
 - Group workshops and presentations
 - Online resources and virtual support
 - Printed materials and handbooks
 - Employer engagement activities
- 5.1 Our IAG covers areas such as:
- Apprenticeship programme information
 - Career planning and development
 - Skills assessment and analysis
 - Job search and application support
 - Progression opportunities
 - Funding and financial advice
- 5.2 These areas are explored in more detail in the following tables:

IAG is delivered to **learners** during the following stages of the Learner Journey

Learner Journey Stage	Key IAG Objective	Delivered by / Resources
Selection (pre-registration)	Ensure each new applicant understands the requirements and content of the programme before they are recruited and enrolled	Delivered by the academy using information developed and managed by Cheynes Training <ul style="list-style-type: none"> • Employer Guide to Hair and Barbering Apprenticeships • Salon Induction Guide
Recruitment and enrolment	Ensure each new recruit understands the level of commitment required for completing the programme	Delivered jointly by Cheynes Training and the academy using information developed and managed by Cheynes Training <ul style="list-style-type: none"> • Learner Start Documents
Initial assessment	Ensure each new apprentice understands their starting point on the programme	Delivered by Cheynes Training using systems managed by Cheynes Training <ul style="list-style-type: none"> • BKSB System • Apprentice Skill Scan
Induction	Ensure each apprentice understands each of the subject areas of the programme	Delivered jointly by Cheynes Training and the academy using systems developed and managed by Cheynes Training <ul style="list-style-type: none"> • Apprentice Handbook • Apprentice Induction Review
Planning learning	Ensure each apprentice understands how and why teaching and learning is effectively planned across each subject area	Delivered jointly by Cheynes Training and the academy using systems developed and provided by Cheynes Training <ul style="list-style-type: none"> • Annual Training Plan • Lesson Plans/Smart Assessor • Prevent and British Values • Equality and Diversity
Teaching and learning	Ensure each apprentice understands how and why teaching and learning is effectively delivered across each subject area	Delivered jointly by Cheynes Training and by the academy using systems developed and managed by Cheynes Training <ul style="list-style-type: none"> • Lesson Plans/Smart Assessor • Prevent and British Values • Equality and Diversity

Learner Journey Stage	Key IAG Objective	Delivered by / Resources
Assessment and verification	Ensure each apprentice understands how and why their work is assessed across each subject area in order for them to go through the Gateway.	Delivered jointly by Cheynes Training and by the academy using systems developed and managed by Cheynes Training <ul style="list-style-type: none"> • Apprentice portfolio/Smart Assessor • Evolve Online Systems • Gateway • End Point Assessment
Review of progress	Ensure each apprentice understands how and why their progress is reviewed across each subject area	Delivered by Cheynes Training using systems developed and managed by Cheynes Training, these include <ul style="list-style-type: none"> • Apprentice Monthly Target • Unit Progress Sheet • Learner Visit Report • Apprentice Wall Chart • Preparation for EPA • e-Assessor
Learner support	Ensure each apprentice understands the support that is available to assist them to complete their programme	Delivered jointly by Cheynes Training and by the academy using systems developed and managed by Cheynes Training <ul style="list-style-type: none"> • Candidate at Risk • Stretch & Challenge • Celebrating Success
Achievement	Ensure each apprentice understands the importance of completing the programme in a timely manner	Delivered jointly by Cheynes Training and by the academy using information provided and managed by Cheynes Training <ul style="list-style-type: none"> • e-Assessor • Qualification Achievement Rates • Timely Completion
Exit and progression	Ensure each apprentice understands the options available to them when they complete their programme: <ul style="list-style-type: none"> • Continued Employment • Progression to Higher Level • New Opportunities 	Delivered by Cheynes Training and by the academy using information provided and managed by Cheynes Training <ul style="list-style-type: none"> • Website • Exit & Achievement Notification • Letter to leavers • Learner destination data • Progression routes

IAG is delivered to **employers** during the following stages

Stage	Key IAG Objective	Delivered by / Resources
Employer Engagement	Ensure a new employer understands the delivery model options, the requirements expected of them and content of the programme before they enroll any apprentices	Delivered by the academy using information developed and managed by Cheynes Training <ul style="list-style-type: none"> • Employer Guide to Hair and Barbering Apprenticeships • Salon Induction Guide
Apprentice Initial Assessment	Ensure employer understands the apprentices starting point on the programme, agrees length on programme, funding band and prior learning assessment	Delivered by Cheynes Training using systems managed by Cheynes Training <ul style="list-style-type: none"> • BKS System • Apprentice Skill Scan • Contract for Services • ADEC form
Apprentice Induction	Ensure the employer understands each of the subject areas of the programme and their role	Delivered jointly by Cheynes Training and the academy using systems developed and managed by Cheynes Training
On programme	Ensure the employer understands their apprentices' progress and what their role is in keeping the apprentice on track	Delivered jointly by Cheynes Training and the academy using systems developed and managed by Cheynes Training <ul style="list-style-type: none"> • Apprentice Monthly targets • Progress Reviews (every 3 months)
Achievement	Ensure the employer understands the importance of their apprentice completing the programme in a timely manner	Delivered jointly by Cheynes Training and by the academy using information provided and managed by Cheynes Training <ul style="list-style-type: none"> • e-Assessor • Progression routes • Qualification Achievement Rates • Timely Completion

6. Standards of Service

The Cheynes Training IAG service offers:

- Open access to information on apprenticeships and hairdressing career opportunities
- An initial assessment to help identify individuals' skills and aptitudes
- A named member of our team to discuss ongoing learner needs and aspirations and plan for the achievement of goals
- Regular/

- Regular ongoing meetings with a named member of our team to review learner progress, revisit goals and discuss progress and next steps
- Information about safeguarding, the Prevent Duty and British values
- Where appropriate, signposting to other agencies who may be able to help learners achieve their goals
- A fully stocked resource library on the apprentice's e-portfolio (Smart Assessor) and SmartScreen.
- A website with links for both apprentices and employers that are reviewed and updated regularly
- Access to dedicated Safeguarding Lead and a library of wellbeing resources and links.
- Access to programme managers to answer queries and provide advice by telephone
- Access to the Cheynes Training head office team who will also guide with regards to the apprenticeship options, costs, and latest funding rules requirements
- A monthly newsletter for employers, tutors and assessors, the Employment and Training Briefing (ETB) with the latest IAG updates.
- An exit interview to discuss progression to higher level apprenticeships and other career opportunities

7. What Learners and Employers Can Expect

- A personal service delivered by an organisation holding the national standard for the delivery of IAG
- Personalised guidance and support on their individual progress throughout the apprenticeship programme
- Ongoing support towards entering the Gateway process followed by clear guidance on all aspects of end point assessment
- A clear explanation of the IAG services offered
- Frequent meetings with trained and experienced team members who will treat them with respect and dignity
- A timely response to requests for further information
- Up to date information on apprenticeships and hairdressing career opportunities
- Information on the cost of training and any funding which may be available to support the costs
- All information is treated as strictly confidential in line with current data protection legislation

8. Partnerships

Partnerships allow for a more comprehensive and holistic approach to supporting our apprentices and employers. We will therefore collaborate with employers, educational institutions, and other relevant organisations to enhance our IAG provision and ensure comprehensive support for apprentices.

9. Tutor/

9. Tutor and Support Team Competence

We are committed to ongoing professional development for all of the Cheynes Training team involved in IAG delivery. All the team involved in IAG delivery will:

- Hold relevant qualifications or receive appropriate training
- Engage in continuous professional development
- Stay updated on apprenticeship standards, funding rules, and labor market information

10. Quality Assurance and Evaluation

With a view to continuous improvement, the quality of our service is monitored through performance data, such as progression and achievement data, as well as stakeholder feedback and feedback from users via our learner and employer surveys. The results of which will be analysed annually, with actions plans implemented to improve our IAG services based on the findings of the analysis.

10.1 We will review and update this policy annually.

11. Complaints and Appeals

We have a clear procedure for handling complaints or appeals related to our IAG services, ensuring all issues are addressed promptly and fairly. If you have any questions or concerns about the information, advice and guidance that we offer at Cheynes Training, or in the way it is delivered, please contact Melanie Mitchell at melanie@cheynestraining.com

This policy aligns with the seven elements of the Matrix Standard 2023: Purpose, Resource, Offer, Delivery, Outcomes for Individuals, Impacts for Organisations, and Continuous Improvement. It demonstrates our commitment to providing high-quality IAG services that support apprentices throughout their learning journey and beyond.

Last review: July 2024

Next Review: July 2025

Melanie Mitchell, Managing Director

July 2024