

AI IAG WORKFLOW

Information, Advice & Guidance (IAG) Overview

INFORMATION is considered to be any fact, set of facts or knowledge. Information is communicated by or obtained by personal study or investigation, but without exploring the relative merits of different options. Information is factual and not based on opinion or one person's point of view.

ADVICE is a recommendation and is normally given if a person provides more information about their situation. Advice is based on the person's experience and knowledge and requires more in-depth interaction, including the explanation of information and how to access and use the information.

GUIDANCE is commonly known as the act of guiding, leading or providing direction. Guidance is often carried out over a longer period of time. It is normally given by an experienced and appropriately qualified person, such as a careers advisor or counsellor.

AI IAG FLOW CHART ELEMENTS

1. Pre programme
2. On programme
3. Post Course



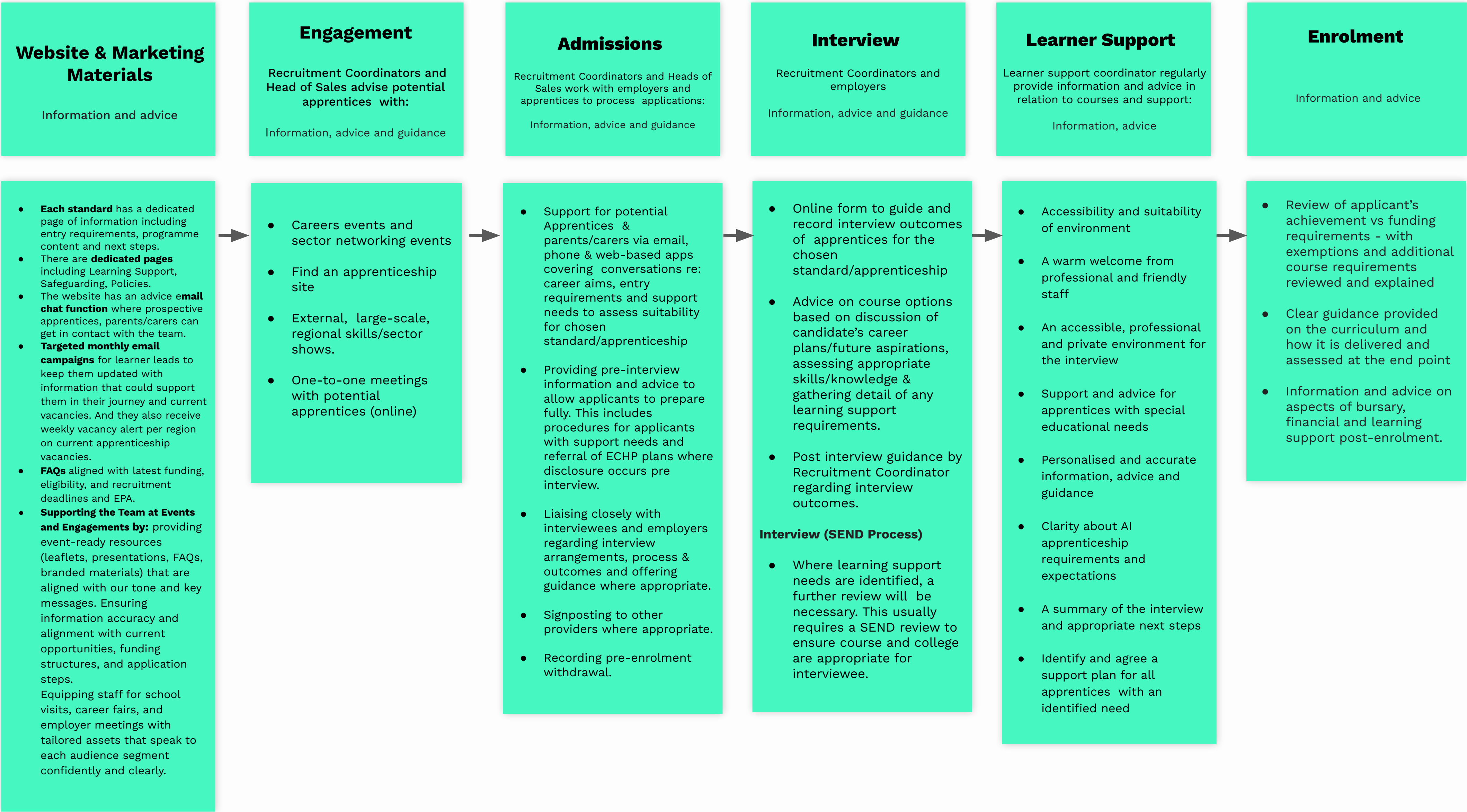
AI provides IAG services which are provided predominantly online, by telephone or via an email enquiry. This service is based around three main phases of Pre programme On-programme and Post-Course and is covered through the following service definitions:

- a. AI Professional & Personal Development service definition outlining learning and next steps support into further training and work opportunities, supporting learners through a comprehensive tutorial and one to one review process.
- b. AI Learning Support service definition assisting apprentices with additional learning support, pastoral and wellbeing support.



PRE COURSE: INFORMATION, ADVICE AND GUIDANCE

PRE-COURSE



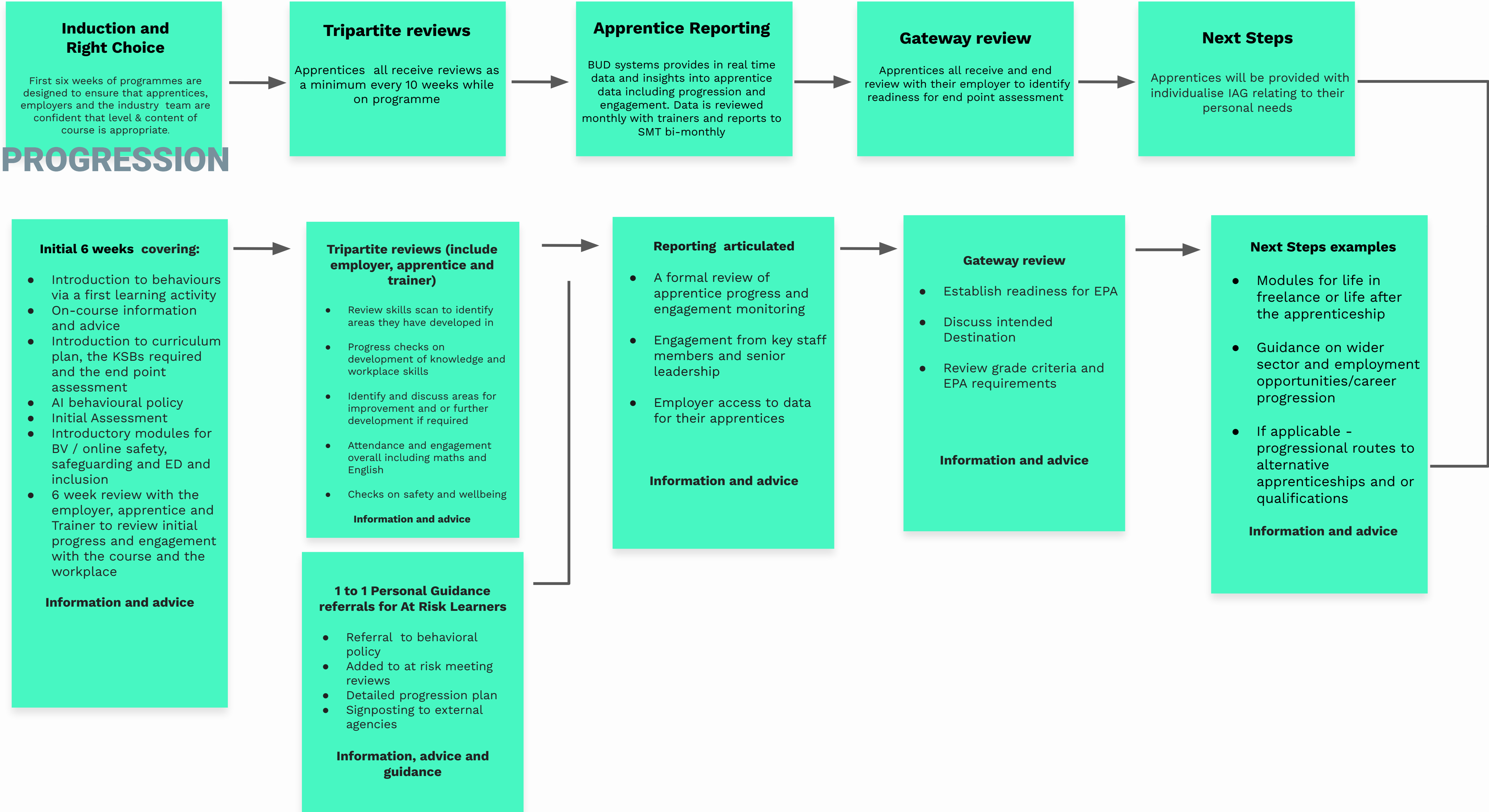
PRE-COURSE



2: ON COURSE PERSONAL DEVELOPMENT

ON COURSE

ON COURSE





2B. ON COURSE PERSONAL DEVELOPMENT, LEARNING SUPPORT, PASTORAL SUPPORT & WELLBEING



ON COURSE

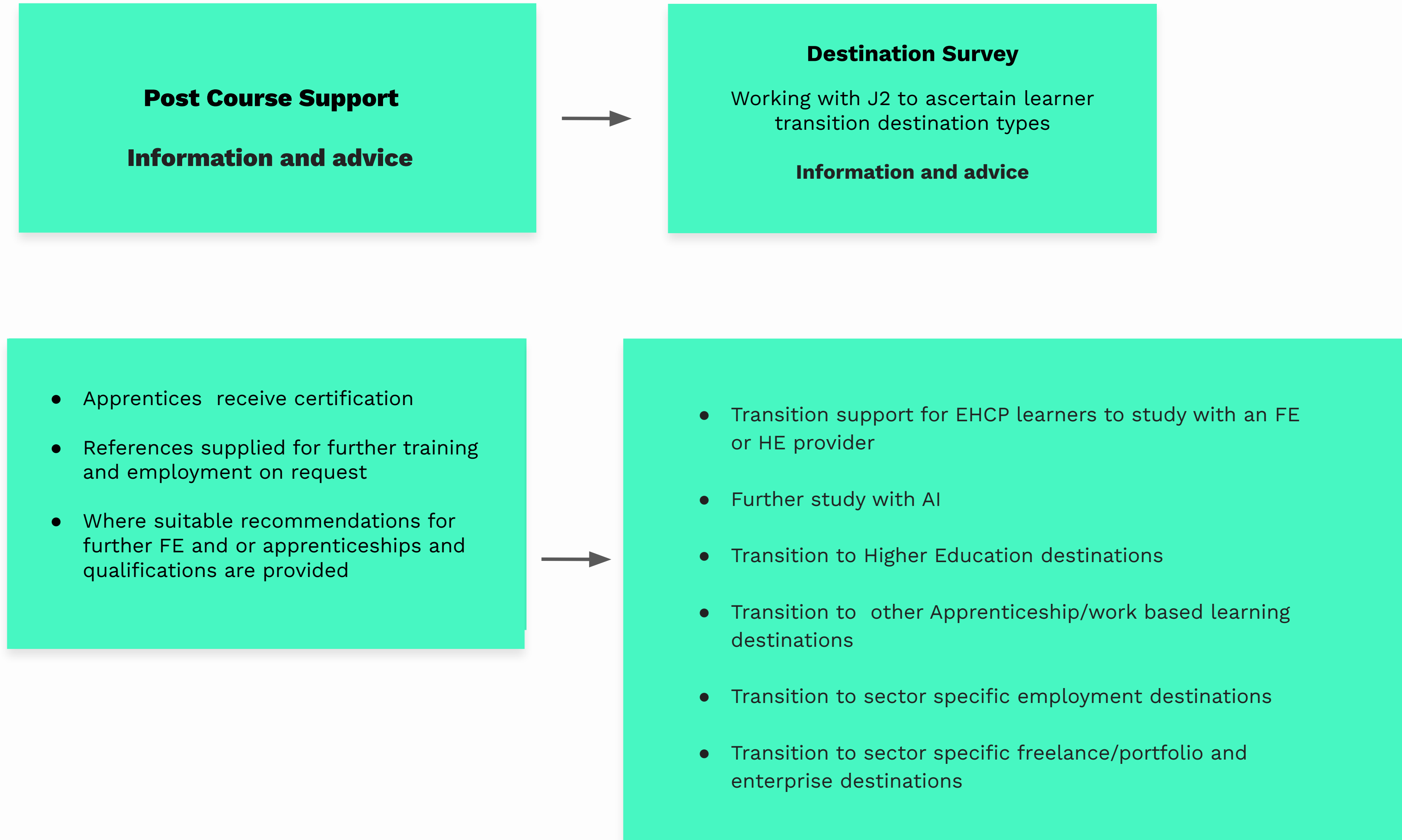


ON COURSE



3. POST COURSE

POST COURSE



POST COURSE