AI IAG WORKFLOW

# AI IAG WORKFLOW Information, Advice & Guidance (IAG) Overview







## **AI IAG STEPS**

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 IAG SERVICE**

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**

### Website & Marketing Materials

Information and advice

#### Engagement

Recruitment Coordinators and Head of Sales advise potential apprentices with:

Information, advice and guidance

#### Admissions

Recruitment Coordinators and Heads of Sales work with employers and apprentices to process applications:

Information, advice and guidance

• **Each standard** has a dedicated page of information including entry requirements, programme content and next steps.

- There are **dedicated pages** including Learning Support, Safeguarding, Policies.
- The website has an advice email chat function where prospective apprentices, parents/carers can get in contact with the team.
- Targeted monthly email campaigns for learner leads to keep them updated with information that could support them in their journey and current vacancies. And they also receive weekly vacancy alert per region on current apprenticeship vacancies.
- **FAQs** aligned with latest funding, eligibility, and recruitment deadlines and EPA.
- Supporting the Team at Events and Engagements by: providing event-ready resources (leaflets, presentations, FAQs, branded materials) that are aligned with our tone and key messages. Ensuring information accuracy and alignment with current opportunities, funding structures, and application steps.

Equipping staff for school visits, career fairs, and employer meetings with tailored assets that speak to each audience segment confidently and clearly. • Careers events and sector networking events

- Find an apprenticeship site
- External, large-scale, regional skills/sector shows.
- One-to-one meetings with potential apprentices (online)
- Support for potential Apprentices & parents/carers via email, phone & web-based apps covering conversations re: career aims, entry requirements and support needs to assess suitability for chosen standard/apprenticeship
- Providing pre-interview information and advice to allow applicants to prepare fully. This includes procedures for applicants with support needs and referral of ECHP plans where disclosure occurs pre interview.
- Liaising closely with interviewees and employers regarding interview arrangements, process & outcomes and offering guidance where appropriate.
- Signposting to other providers where appropriate.
- Recording pre-enrolment withdrawal.





## **2: ON COURSE PERSONAL DEVELOPMENT**

#### Induction and **Right Choice**

First six weeks of programmes are designed to ensure that apprentices, employers and the industry team are confident that level & content of course is appropriate.

### PROGRESSION

#### **Tripartite reviews**

Apprentices all receive reviews as a minimum every 10 weeks while on programme

BUD systems provides in real time data and insights into apprentice data including progression and engagement. Data is reviewed monthly with trainers and reports to SMT bi-monthly

#### Initial 6 weeks covering:

- Introduction to behaviours via a first learning activity
- On-course information and advice
- Introduction to curriculum plan, the KSBs required and the end point assessment
- AI behavioural policy
- Initial Assessment
- Introductory modules for BV / online safety, safeguarding and ED and inclusion
- 6 week review with the employer, apprentice and Trainer to review initial progress and engagement with the course and the workplace

Information and advice

#### **Tripartite reviews (include** employer, apprentice and trainer)

- Review skills scan to identify areas they have developed in
- Progress checks on development of knowledge and workplace skills
- Identify and discuss areas for improvement and or further development if required
- Attendance and engagement overall including maths and English
- Checks on safety and wellbeing

Information and advice

#### 1 to 1 Personal Guidance referrals for At Risk Learners

- Referral to behavioral policy
- Added to at risk meeting reviews
- Detailed progression plan
- Signposting to external agencies

Information, advice and guidance

### **Apprentice Reporting**

#### **Gateway review**

Apprentices all receive and end review with their employer to identify readiness for end point assessment

#### **Next Steps**

Apprentices will be provided with individualise IAG relating to their personal needs

#### **Reporting articulated**

- A formal review of apprentice progress and engagement monitoring
- Engagement from key staff members and senior leadership
- Employer access to data for their apprentices

#### Information and advice

#### **Gateway review**

- Establish readiness for EPA
- Discuss intended Destination
- Review grade criteria and • EPA requirements

#### Information and advice

#### **Next Steps examples**

- Modules for life in freelance or life after the apprenticeship
- Guidance on wider sector and employment opportunities/career progression
- If applicable progressional routes to alternative apprenticeships and or qualifications

#### Information and advice



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

#### **Personal Development**

Minimum of monthly taught modules and tripartite reviews every 10 weeks.

**Information and Advice** 

#### **Personal development covers:**

- Apprenticeship progress and targets
- Equality and diversity
- British values
- Wellbeing
- Extremism and Radicalisation
- Online and in person safety
- Safeguarding
- Apprenticeship satisfaction surveys and content insights (BUD)
- Next steps progression and transition

## sessions with appropriate staff.

- pastoral and personal needs.
- the session



Learner Support Coordinator and trainers (where needed) provide a bespoke support plan for all apprentices with an identified need, and timetabled

• Monthly at risk meetings to monitor apprentices who may be at risk of not achieving their course due to attendance, behaviour, support needs,

• On-Course Learner Support Delivery: All delivery of 1:1 support is recorded as an interaction within the apprentices BUD record with progress logs recording the intent, implementation and impact of

• Apprentices with an Educational Health Care Plan (EHCP) will be provided with annual review in relation to historic date stamps

**On-Course Learner Support Service, Pastoral Care** provides all apprentices with information, advice and support working collaboratively with professional partnership organisations as follows as:

- Safeguarding referrals to local authorities, Social Services, Samaritans (and similar services), Police
- Attendance at relevant meetings such as CAMHS, Child in Need, EHCP, Team Around the Child, Regional Prevent Advisors
- Regular contact with parents and carers to update on an apprentices progress and discuss concerns when applicable





**Post Course Support** 

### Information and advice

- Apprentices receive certification
- References supplied for further training and employment on request
- Where suitable recommendations for further FE and or apprenticeships and qualifications are provided

### **Destination Survey**

Working with J2 to ascertain learner transition destination types

#### Information and advice

- Transition support for EHCP learners to study with an FE or HE provider
- Further study with AI
- Transition to Higher Education destinations
- Transition to other Apprenticeship/work based learning destinations
- Transition to sector specific employment destinations
- Transition to sector specific freelance/portfolio and enterprise destinations

