

## Information Advice and Guidance

### Definition of IAG at LMP Education

Information, Advice, and Guidance (IAG) at LMP Education forms an encompassing term, signifying the comprehensive support provided to individuals for making informed choices about their education and career paths. While information is factual, advice and guidance incorporate personal experiences and recommendations rooted in expertise.

### Importance of IAG:

Apprentices/learners at various stages rely on us as professionals to inspire them in their journey from where they are to where they aspire to be. Given the diverse stages of our apprentices/learners, our IAG adopts a personalised approach, acknowledging that it's not a one-size-fits-all strategy. Timely IAG positively impacts learners, leading to increased enthusiasm, improved grades, accelerated progression, and a reduction in poor attainment, and withdrawal.

### When and How IAG is Provided:

Staff proactively identify key phases in a learner's journey—start of the journey, onboarding, on-programme, and programme exit—and deploy IAG effectively. The involvement of various stakeholders such as Sales/Enrolment, Tutors, Sales Admin, IQA, and Heads of Department is crucial during different journey phases.

### Intended Impact and Evidence/Resources Used:

IAG at each phase aims to ensure correct course alignment, length, learning adjustments, and the production of high-quality work. The impact includes learners being confident in taking their next steps and being supported through challenging times. Evidence and resources used encompass CVs, job descriptions, initial learner discussions, skill scans, learner reviews, and additional learning resources.

### Initiating IAG and Goal Setting:

Initiating IAG begins with conversations. Tutors, through regular sessions and formal reviews, revisit learning plans and goals, identifying additional support needed. Resources such as LMP Education newsletters, specialist tutors, and the LMP Group Training Plan play a pivotal role in supporting learners.

### Key Considerations and Further Signposting:

Key considerations include compassion for learners, clarity on the nature of advice offered, professionalism, and compliance with GDPR requirements. Learners can be further signposted through the LMP Education Learner Newsletters, Pathways, Safe and Sound SG packages, and contact options like the Delivery and Safeguarding inboxes. The Institute for Apprenticeships & Technical Education serves as an additional external resource.

### Continuous Improvement and Professional Development:

Continuous improvement is ingrained in the LMP Way. Personal and professional development is encouraged through the LMP Group Training Plan, offering a variety of courses for the enhancement of skills and knowledge to better support learners.

In summary, LMP Education's integrated IAG framework seeks to provide tailored support throughout a learner's journey, fostering their growth, progression, and success.