Swatpro Information, Advice and Guidance (IAG) Policy

Policy Aims

The purpose of this policy is to support the delivery of high-quality Careers Education Information, Advice and Guidance (IAG). Our aim is to provide appropriate and impartial information, advice and guidance to potential candidates, current learners, employers, and internal and external stakeholders. It aims to enable individuals to make well-informed and realistic decisions about training and development needs. Our service is consistent with the agreed Swatpro approach to educational support and guidance.

Values

Swatpro believes that all learners are entitled to:

- Opportunities to discuss their individual learning and career needs throughout the learning process.

- Enhanced opportunities for discussion at points of transition such as recruitment, enrolment, induction, throughout training and at the end of the course.

- Access to IAG that meets Matrix standards and upholds the National IAG Board's "Principles of Coherent Delivery."

- Confidential referrals to specialist services where appropriate.

- Access to opportunities for progression.

Young Learners (16–17-Year-Olds)

For learners under the age of 18, Swatpro recognises additional safeguarding responsibilities. IAG for younger learners includes:

- Involvement of parents/guardians where appropriate

- Signposting to youth-specific progression options (e.g., T Levels, further apprenticeships)

- Support with Raising the Participation Age (RPA) requirements

- Referrals to external support services when necessary

The Eight Gatsby Benchmarks for Good Career Guidance

Swatpro careers education and guidance programme is structured around the following benchmarks:

1. A Stable Careers Programme
A planned, sequenced careers education programme is in place for all learners and is published on our website.
2. Learning from Career and Labour Market Information (LMI)

Learners and staff have access to up-to-date labour market information to support informed choices.

3. Addressing the Needs of Each Learner

Careers guidance is personalised and inclusive, addressing barriers and promoting equality of opportunity.

4. Linking Curriculum Learning to Careers

Tutors and assessors embed career development and employability within teaching, training and assessment.

5. Encounters with Employers and Employees

Learners benefit from meaningful interactions with employers through visits, talks, projects, and mentoring.

6. Experiences of Workplaces

Opportunities for workplace experience or exposure are built into every programme, tailored to the learner's context.

7. Encounters with Further and Higher Education

Learners are provided with information and experiences to explore future learning and progression routes.

8. Personal Guidance

All learners have access to one-to-one careers discussions with trained staff or qualified advisers.

Careers Education

Swatpro is committed to delivering impartial, current careers education in line with the Gatsby Benchmarks and Matrix Standards. Learners are supported with labour market information (LMI), career planning, and decision-making skills. Career discussions are integrated throughout the learner journey and support long-term planning.

Digital Access

Learners can access IAG remotely through email, video conferencing, and the Swatpro Learner Portal. They are signposted to trusted online platforms such as the National Careers Service, UCAS, and LMI for All.

AI and Emerging Technologies

Learners will be supported to understand how automation and AI are influencing the workforce and future career opportunities.

Scope

This policy applies to all IAG delivered by Swatpro, whether online or face-to-face, and whether provided to individuals or groups. It covers services delivered to prospective candidates, learners, employers, and other stakeholders throughout the learner journey.

Definitions

- **Information**: Data shared through various media (e.g., websites, booklets) that informs learner choices.

- **Advice**: Personalised guidance to help individuals interpret information, understand options, and identify needs.

- **Guidance**: Support to help individuals reflect on goals, overcome barriers, and make informed life and career choices.

Policy Objectives

Swatpro aims to:

- Provide high-quality, timely, and accessible IAG

- Deliver impartial and confidential advice suited to individual needs

- Use staff who are trained and knowledgeable

- Provide signposting to appropriate specialist agencies

- Ensure equality of opportunity

- Regularly review and evaluate the IAG service for continuous improvement

Referral Policy

Swatpro staff ensure referrals to external agencies are appropriate and in line with data protection, safeguarding, confidentiality, and equality policies. Learners will be informed clearly about any referrals made.

Quality Assurance & Evaluation

IAG quality is assured through:

- Feedback from learners, employers, and partners

- Analysis of key data (retention, achievement, progression)

- Inclusion in the Quality Improvement Plan and Self-Assessment Report

- Observation and monitoring by the Quality Manager

Learner Journey and IAG Service

- **Recruitment**: Website info, suitability assessments, referral to other agencies if needed

- **Initial Assessment**: Skills assessment, guidance on course options, sign-up

- **Induction**: Programme IAG, digital access, support links

- **Teaching & Review**: Eight to twelve week reviews, action plans, feedback loops, sharing best practice, early support for additional needs

- **Achievement & Progression**: Discussions on next steps, data analysis to improve learner outcomes

Staff Training

Staff involved in IAG delivery receive regular CPD to ensure they provide up-to-date and relevant advice.

Safeguarding

Any concerns arising through IAG sessions are referred to the Designated Safeguarding Lead in line with Swatpro's safeguarding procedures.

Learner Voice

Learners are invited to shape IAG services through feedback surveys, forums, and review meetings.

Policy Review Dates

The IAG Policy is reviewed annually or in response to significant changes.

Date	Name	Record of Change	Next Review Date
10/8/21	J. Wilkie	Formatted	Aug 22
Aug 22	J. Wilkie	Updated policy	Aug 23
Aug 23	Sarah Abbott	Updated policy	Aug 2024
Jan 2024	Sarah Abbott	Updated policy	Aug 2024
April 2024	Sarah Abbott	Updated Policy	Aug 2024
May 2025	Dee Vickers	Updates including age-appropriate provisions, careers education, digital access, AI, and safeguarding	May 2026
August 2025	Sarah Gibbs	Updated Policy Gatsby Benchmark	Aug 2026