



Information Advice & Guidance Policy

Aim

Current or prospective learners, employees and employers/associates (collectively referred to hereinafter as 'clients') of Integer Training can expect to be provided with high quality and impartial information, advice and guidance (IAG) to enable them to make informed choices.

Objectives

To assist with choice and begin a training plan suited to a client's needs and individual learning style, level, relevant experience, personal circumstances, current and future job / career path or learning objectives

We will provide IAG via multiple means including course literature, website, social media, open days, enrolment and induction events and individual meetings; by telephone, video link communications and face-to-face meetings at our training centres and/or other venues:

Clients will be able to access and receive IAG in a timely, impartial and confidential manner:

All staff will be trained to respond positively to clients calling in to our centres or contacting us by telephone.

IAG will be provided on:

- Qualifications offered by Integer and the range of courses that may be appropriate to a specific job role, career plan or learning objective
- Course fees and funding opportunities – to support individuals and employers
- Training needs analysis for employers
- Where qualifications can lead to, in terms of other training and/or job opportunities
- Typical content and style of courses in respect of teaching styles, patterns and venues
- Learning support for those who need it, including support in English and/or Maths and/or learning support for those with learning difficulties and disabilities
- What to expect in terms of time commitment – attendance at training venues, private study, exams, course work, deadlines etc
- Advice regarding health and safety, safeguarding, Prevent and equality and diversity issues
- Guidance regarding personal and behavioural issues, progression routes and workplace application
- Other specialist organisations that can provide other relevant information and advice, including qualified careers guidance practitioners and National Careers Service

Procedure

Pre Course

All clients will be given the opportunity to access IAG as part of the pre-course process prior to enrolling on a programme with Integer. All clients will have the opportunity to meet with centre staff on a 1:1 prior to the start of their programme; either at one of our regional training centres, in their workplace, at an alternative location, or remotely via video link.

Employers will be given advice on the most appropriate training for employees, or whole organisation, by an appropriate member of the management team.

On programme

We will provide information and personal advice on:

- Progress against targets; including strengths and weaknesses
- Techniques to overcoming identified problems – e.g., study skills, time management, assignment planning, risk assessment
- Support with English and Maths skills gaps
- Useful sources of information and research to help with the course
- Certain courses will include input from specialists within the relevant industry sectors
- Suggestions of other relevant courses or training to meet further needs/interests

Exit

To encourage and support employers and individuals with their next steps in continued learning and/or career development we will provide information and personal advice on:

- Setting specific goals and learning / training to meet these
- Referrals to other specialist organisations who can provide other relevant information and advice on learning and work issues
- Encouragement and support to develop English & Maths skills development up to level 2
- Advice & guidance regarding enrolment procedures for progression study

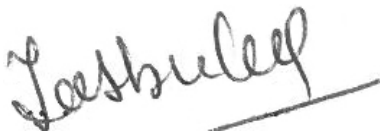
Feedback and Complaints

Integer believes that feedback from clients on the IAG provided by Integer is vital and should always be sought to ensure a good standard of service is maintained. Information collected is recorded in our management information systems, analysed by senior leaders and managers and used as a method of evaluation, contributing to our continual quality improvement process.

Complaints relating to IAG will be investigated by the General Manager and handled in accordance with our general Complaints and Appeals Policy. Where a complaint identifies an area of weakness, this will be referred to the senior management team for inclusion in the quality improvement planning.

The scope of this policy is wide and the responsibility for the implementation of different aspects of the various stages of information, advice and guidance falls within the roles of the Business Development Manager, the Operations Manager, and Quality Manager. The processes are overseen by the Managing Director.

Declaration: I will review and revise this policy as necessary and at regular intervals:



Signature of Jasbir Behal, Managing Director, Integer Training Ltd

Date: 8 January 2026

Version No: IAG10011501

Review Date: 08/01/2026