

## IAG Policy



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## IAG Policy

### IAG Policy

Our aim is to offer a customer focused service, which is convenient for all clients to access and provide up to date, comprehensive and impartial information, advice and guidance.

#### About our IAG

IAG services are in place to help learners make an informed decision about future options. This statement briefly outlines the available services and facilities for learners engaged with the B2W group.

#### Our Clients

- Current learners engaged with B2W
- Prospective Learners
- Learners from partner agencies
- Employers
- Primes
- Employees

#### Our Staff

Our staff hold appropriate professional qualifications and training, their skills and knowledge are continuously updated through a programme of staff development.

#### Our Services

- A confidential, impartial and objective information and advice service concerning learning opportunities, skills and qualifications, career progression and how to access them.
- Written information on all courses and opportunities
- Support during your learning and development to assist your learning and personal development
- Advice and services to enable you to study effectively if you have a disability or additional requirement
- Telephone / internet services providing information and advice
- A signposting and referral service to other agencies if we are unable to offer the information or advice you require

#### What you can expect employees

- We will be welcoming and friendly
- We will be professional and knowledgeable
- We are happy to answer your enquiry by telephone or e-mail or to offer you an individual appointment

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- We will treat you fairly and equally
- We will tailor our services to your needs
- Respond to your written correspondence request within 5 working days
- Respond to your telephone call request within 2 working days
- We will acknowledge or reply to your e-mails within 2 working days

### What we expect from learners

- As much relevant information as you can give us to help us to respond to your enquiry fully
- To contact us promptly if you have any questions or concerns about your studies
- To attend all interviews, which have been arranged with staff on time
- Let us know if you need to cancel or re-schedule an appointment
- To be honest and open with us, and work towards meeting your agreed aims
- To treat company staff and fellow learners with respect

### Confidentiality

In order to provide the best possible service we keep a record of learner's details and a summary of their discussions with us. This record can only be accessed by authorised staff who may need to see this information as part of their work. B2W complies with the requirements of the Data Protection Act 1998.

### Equal Opportunities

B2W welcomes enquiries from all people regardless of their age, race, colour, gender, and sexual orientation, religious or political beliefs, disability, marital status, or background.

B2W is committed to the aim that everybody is given equal opportunity to access our IAG services and training resources.

### Feedback: Compliments, Comments and Complaints

To help us continuously improve our service and address learners needs we want to hear from our customers, if so desired this can be done anonymously.

If you would like to comment on or compliment the service, or make a complaint, relevant forms are available at B2W offices reception or you may refer to the complaints and appeals procedure.

Our complaints procedure explains clearly how complaints should be made and how these and any unresolved issues are dealt with. All complaints are dealt with in the strictest confidence.

### The Matrix Quality Standard Award

B2WCT has achieved the Matrix Standard Award for IAG. The Matrix Standard is the national quality standard for any organisation that delivers information, advice and/or guidance on learning.