

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

Poultec has considered and pre-determined the subject matters that we consider each job role to be occupationally competent to provide IAG. If you have received an IAG request that you feel able to competently respond to that is not in the pre-determined areas as outlined under your job role, then please contact the IAG Lead, and we will allocate any additional areas of competence that are approved directly to you as an individual.

You must not provide any information, advice and guidance if it is beyond your remit, and you must not provide any IAG response at all if you are still undergoing training or are in a probationary period.

Job Description	IAG topics you may discuss
<ol style="list-style-type: none"> 1. Managing Director 2. Curriculum Director 3. Associate Directors 4. Senior Managers 5. Reception/Administration Team 	<p>Provide information about our provision, their characteristics including cost to the employer.</p> <p>Provide information regarding course funding and criteria.</p> <p>Provide a description of our IAG service.</p> <p>Signpost to pre-approved sites and organisations.</p>
<ol style="list-style-type: none"> 1. Engagement/Recruitment 2. Tutors 	<p>Provide information about our provision, their characteristics including cost to the employer.</p> <p>Provide information regarding course funding and criteria.</p> <p>Provide a description of our IAG service.</p> <p>Provide information about other local training course and support services.</p> <p>Provide advice on possible careers related to our training courses.</p> <p>Provide advice on specific courses and delivery of units.</p> <p>Offer basic skills and learning style assessments and to signpost where these will assist in the achievement and progression.</p> <p>Signpost to pre-approved sites and organisations.</p>
<ol style="list-style-type: none"> 1. IAG Lead 2. IAG Champions (<i>any staff holding NVQ/QCF Level 2 or above in IAG delivery</i>) 3. External CIEAG 	<p>Provide information about our provision, their characteristics including cost to the employer.</p> <p>Provide information regarding course funding and criteria.</p> <p>Provide a description of our IAG service.</p> <p>Provide information about other local training course and support services.</p> <p>Provide help with writing of CV's.</p> <p>Provide advice on possible careers related to our training courses.</p> <p>Provide advice on specific courses and delivery of units.</p> <p>Offer basic skills and learning style assessments and to signpost where these will assist in the achievement and progression.</p> <p>Signpost to pre-approved sites and organisations.</p>

	<p>Signpost and refer people to other training services and support services.</p> <p>Research and refer to any organisation, body or research tool considered appropriate to learner's request.</p> <p>Provide Careers Guidance.</p>
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Edward Bales
 Managing Director
 2nd September 2024

Policy Review	This policy will be reviewed annually by the Senior Management team or when there are changes in the workplace such as new tools, systems or conditions.
Approval Dates	This version takes effect from: 2 nd September 2024