



Soteria Solutions IAG policy

Introduction

This document is designed to outline Soteria Solutions provision of information, advice and guidance (IAG) available to learners.

Learner needs

Learners require easy access to high quality IAG to enable them to make decisions and choices about:

- The development of basic skills
- Further learning, training, and work
- Career management
- Personal development

As a learning provider, Soteria Solutions has a responsibility to provide high quality and effective help for its learners and potential learners.

Information Delivery

Before enrolment Soteria Solutions will offer initial IAG to ensure that learners are fully aware of the course content and the level of training involved to ensure learner suitability, this information will also be contained within the course information sheet which details entry requirements and possible progression routes which is available on the course finder website www.2aspire.org.uk

Soteria Solutions website www.soteriasolutions.co.uk has a dedicated “courses” page which contains information about our current course delivery, course content, course aims and other relevant information.

Information is also regularly disseminated through the use of social media and email marketing to existing and potential clients.

All tutors will ensure that learners receive a copy of the Learner handbook, are advised of possible progression routes either on a whole group basis or individually. Where appropriate tutors or other staff may signpost them through head office to one of the National Careers Service (NCS) providers as detailed in the provider handbook.

The aim of IAG delivery is to ensure that all learners are able to make informed decisions about the learning or progression they would like to make. Therefore, all IAG given shall be impartial, confidential, offer equality of opportunity and take into account whether these goals are attainable.

Documents will be produced in a variety of fonts to meet learner needs and also in differing languages (if necessary) to ensure that nobody is excluded from accessing this information. All information given will be up to date, relevant to the learner and delivered in a clear and concise manner to avoid any unnecessary confusion.

Learner tracking and monitoring

Individual learner progression and destination information will be transferred from the learner records into Soteria Solutions database for analysis and tracking purposes.

Roles and responsibilities

Martin Blackman (Managing Director) has overall responsibility for IAG within Soteria Solutions. This duty includes IAG promotion and training at all levels within the organisation through tutor meetings and information dissemination.

Complaints procedure

Soteria Solutions will investigate any complaint in line with Soteria Solutions complaint procedure which is available for tutors in the online information portal or on Soteria Solutions website which is accessible to learners, partner organisations and members of the public.

Dissemination

During course induction all learners are made aware of this policy and how to contact the appropriate person should they have an IAG issue or concern. This policy is available upon request and is readily available on the company website.

Professional Development

Information Advice and Guidance is annually monitored through internal quality reviews.

This policy will be reviewed annually.



Martin Blackman
Managing Director

Dated 1st August 2023

Review on 1st August 2026