

INFORMATION, ADVICE & GUIDANCE POLICY & PROCEDURE

1) Purpose

- a) The purpose of this policy is to outline Engineering Trust Training's (ETT) commitment to delivering confidential, impartial, and high-quality Information, Advice, and Guidance (IAG).
- b) We aim to empower prospective apprentices, apprentices, and employers to make informed decisions about learning and work.
- c) Our IAG provision is designed to raise aspirations, overcome barriers to learning, and support progression into sustainable employment and higher-level skills, thereby improving the economic wellbeing of those who engage with us.

2) Scope

- a) Applicants and Prospective Apprentices.
- b) Current Apprentices in learning or those who have previously completed training with us.
- c) Employers who currently employ our apprentices or those interested in doing so.
- d) ETT ensures all staff involved in the delivery of IAG are competent to do so. Staff have access to, and are expected to engage in, continuous professional development (CPD) to maintain and enhance their knowledge of relevant information (e.g. local labour market information, education pathways for learners, and impartiality requirements).

3) Commitment to IAG

- a) Team members actively seek new opportunities and solutions to meet the IAG needs of our learners, employers, and other stakeholders.
- b) Our team supports apprentices in developing self-awareness, addressing learning barriers, managing conflicts, setting, and achieving goals, and developing skills for career progression.
- c) We encourage apprentices to continue learning within and beyond their apprenticeships and guide them towards future opportunities aligned with their aspirations.
- d) We provide signposting or referrals to alternative services when ETT's offerings do not meet the needs of apprentices or employers.
- e) Where team members lack specific knowledge, they source information or direct apprentices and employers to appropriate organisations with relevant expertise.
- f) These commitments are embedded into our review processes, team meetings, and individual performance objectives to ensure they are delivered consistently.

4) Leadership and Management of IAG

- a) The overall effectiveness of the IAG programme is overseen by the Director of Delivery and Engagement, Head of Delivery and Head of Quality, Risk and Compliance. They ensure the policy is implemented, staff are trained, and the service is regularly reviewed for quality and impact.

5) Impartiality and Confidentiality

- a) ETT will always present a range of options, including those not delivered by ETT, to enable informed choice.

- b) Information disclosed by individuals will be treated confidentially, in line with our Data Protection Policy, except where there is a concern regarding safeguarding or a risk of harm.

6) Engagement with Prospective Employers

- a) Initial consultations are held with employers to discuss business needs and how apprenticeships can upskill the workforce.
- b) ETT provides advice on the suitability of job roles against apprenticeship standards.
- c) ETT explains the financial and time commitments required.
- d) The recruitment process, including the development of a robust vacancy form (see process) is explained. Note: the ETT recruitment service is a paid option, employers are welcome to recruit without the use of this service.
- e) ETT gives advise on how to support the apprentice, including the role of the mentor. To formalise this, ETT is currently developing a comprehensive Mentor/Employer Pack to ensure employers have consistent, high-quality resources.

7) IAG for Prospective Apprentices

- a) Information on apprenticeships and available opportunities are accessible on the ETT website.
- b) ETT is active in local communities include careers events, CV writing workshops, mock interviews, and engineering sessions for secondary schools. We also support primary schools with STEM initiatives.

8) Provision of IAG Throughout the Learner Journey

- a) Stage 1: Application (Information & Guidance)
 - i) Initial information is provided via the ETT website, marketing materials, and careers events.
 - ii) When a vacancy is posted (via vacancy form from employer), IAG is provided to potential applicants to help them understand the role, requirements, and apprenticeship commitment.
 - iii) Initial Assessment. Applicants complete an Initial Assessment which gives an indication of their aptitude covering literacy, numeracy, and key engineering elements.
 - iv) Initial Interview. An ETT staff member, (mainly Training Officers) conducts an interview (Teams or by telephone) with the applicant to confirm commitment, capability, and understanding of the programme.
 - v) Applicants who do not meet the initial entry criteria are provided with information on alternative options, courses, or routes into industry. This may be people who are both under and overqualified for the apprenticeships we offer.
- b) Stage 2: Pre-Programme Assessment and Onboarding (Advice & Guidance)
 - i) Skills Scan & Suitability: Before formal enrolment, applicants complete a robust Skills Scan. If the scan indicates the applicant has relevant KSB from academic learning or work experienced, then the apprenticeship will be adjusted to remove any element that would not be substantive new learning. If this is significant, they are not placed on programme and advice on alternative progression routes (e.g. higher-level qualifications, professional registration) will be given.
 - ii) Welcome Meeting: A member of the Senior Management Team (SMT) meets with the apprentice and employer to provide a detailed overview of the programme, any day release required (if applicable), and expectations covering areas such as wellbeing, safeguarding, and British Values. IAG is

included in this welcome, setting out what the options for further learning may be once the apprenticeship is completed.

- c) Stage 3: On-Programme Guidance (Ongoing Support)
 - i) IAG is delivered through regular one-to-one progress reviews (by Training Officers) and at TESA (by Lecturers).
 - ii) Guidance covers professional development, employability skills, and leadership. It also supports apprentices in overcoming barriers to learning, with specific reference to Safeguarding, British Values, the Prevent duty, Health & Safety, and personal wellbeing.
 - iii) Apprentices watch monthly Professional Development videos covering personal and professional topics.
 - iv) ETT are currently developing a comprehensive Mentor/Employer Pack to support employers in their role, ensuring they have the resources to effectively guide their apprentice.
- d) Stage 4: Progression and Next Steps (Future Pathways)
 - i) Prior to completion, apprentices are supported to plan their next stage. This includes advice on internal progression opportunities (e.g. Higher Apprenticeships, Level 3, 4+ courses) or external options.
 - ii) If ETT cannot meet a specific need (e.g. a niche qualification, not in our offer), we will signpost learners and employers to external resources, such as the National Careers Service or gov.uk, to find a suitable programme.
 - iii) Progression outcomes are tracked and recorded by ETT to monitor the effectiveness of our IAG and to inform future learners of potential career paths.