



# Learner Information, Advice and Guidance (IAG) Policy

**Gtec Media Limited**

**Policy Owner:** Gtec Media Limited

**Approved By:** Geoff Hunter, Director

**Version:** 1.0

**Effective Date:** 12 January 2026

**Review Date:** Annually

## 1. Policy Statement

Gtec Media Limited is committed to providing impartial, accessible and high-quality Information, Advice and Guidance (IAG) to all prospective and existing learners.

The purpose of this policy is to ensure that learners are provided with sufficient information and support to make informed decisions about learning opportunities, progression pathways, personal development and employment outcomes.

Our IAG services aim to support learners to identify their individual needs, remove barriers to participation, make informed choices and successfully achieve their learning goals.

## 2. Scope

This policy applies to:

- Prospective learners
- Current learners
- Former learners seeking progression advice
- Employees
- Tutors and trainers

- Contractors and associates involved in learner support

The policy applies across all Gtec Media Limited activities including:

- Adult Skills and Learning provision
- Digital Inclusion programmes
- ICT and digital skills training
- Online and classroom-based learning
- Community learning projects
- Research and learner engagement activities
- Employer and stakeholder engagement activities

### **3. Objectives**

Gtec Media Limited aims to:

- Provide accurate, current and impartial information.
- Help learners make informed choices about learning opportunities.
- Support learners to identify personal learning goals.
- Promote equality of opportunity and inclusive access.
- Signpost learners to specialist support services where appropriate.
- Encourage progression into further learning, employment, volunteering or community participation.
- Support learners throughout their learning journey.

### **4. Information, Advice and Guidance Principles**

All IAG delivered by Gtec Media Limited will be:

#### **Accessible**

Information will be provided in clear and understandable language and reasonable adjustments will be made where required.

#### **Impartial**

Advice and guidance will be objective and focused on the learner's best interests.

#### **Confidential**

Personal information shared by learners will be handled in accordance with our Data Protection Policy.

**Inclusive**

Services will be available to all learners regardless of age, disability, gender, ethnicity, religion, sexual orientation, socio-economic background or any other protected characteristic.

**Responsive**

Support will be tailored to individual learner needs and circumstances.

**5. Information, Advice and Guidance Throughout the Learner Journey****Pre-Enrolment**

Prospective learners will be provided with:

- Course information and learning objectives
- Entry requirements (where applicable)
- Delivery methods and attendance expectations
- Available support arrangements
- Progression opportunities
- Fees and funding information where relevant

Learners will have the opportunity to discuss suitability before enrolment.

**Induction Stage**

At induction learners will receive:

- Information about the learning programme
- Expectations and responsibilities
- Safeguarding information
- Health and safety information
- Equality and diversity information
- Support available during learning

**During Learning**

Learners will have access to:

- Ongoing tutor support
- Progress reviews
- Learning and development discussions
- Signposting to external support services where required
- Advice on progression opportunities

## **Completion and Progression**

At the end of learning programmes learners may receive guidance regarding:

- Further training opportunities
- Employment pathways
- Volunteering opportunities
- Community engagement opportunities
- Additional digital skills development

Where appropriate, learners may be signposted to external organisations for specialist careers advice and support.

## **6. Additional Support and Referral**

Where learner needs fall outside the expertise of Gtec Media Limited, learners may be signposted or referred to appropriate services including:

- Careers guidance services
- Employment support providers
- Welfare and benefits advice services
- Mental health and wellbeing support services
- Digital inclusion support services
- Community organisations and specialist agencies

## **7. Staff Responsibilities**

Gtec Media Limited will ensure that staff involved in learner support:

- Understand the principles of effective IAG.
- Maintain appropriate knowledge of learning and progression opportunities.
- Treat learners fairly and respectfully.
- Maintain confidentiality.
- Participate in relevant training and continuing professional development.

## **8. Monitoring and Review**

The effectiveness of IAG provision will be monitored through:

- Learner feedback
- Complaints and compliments
- Learner progression information
- Tutor observations and reviews

- Quality assurance activities

Findings will be used to improve learner support and service delivery.

## **9. Related Policies**

This policy should be read alongside:

- Equality and Diversity Policy
- Safeguarding Policy
- Prevent Policy
- Complaints and Compliments Policy
- Data Protection Policy
- Health and Wellbeing Policy
- RARPA Policy
- Learner Discipline, Sanctions and Plagiarism Policy

## **10. Policy Review**

This policy will be reviewed annually or sooner where legislative, regulatory or operational changes require amendment.

**Approved by:** Geoff Hunter, Director

**For and on behalf of Gtec Media Limited**