

Information, Advice and Guidance (IAG) Policy Statement

It is the policy of Linden Management to ensure that all learners and prospective learners have access to high quality Impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed in life.

It is Linden Managements policy to adhere to a coherent delivery in IAG services which include:

- Providing impartial, responsive, friendly and enabling information, advice and guidance services to our learners.
- Being accessible and visible to our learners.
- Ensuring that our staff are professional and knowledgeable to address our learners' needs.
- Making our learners aware of relevant IAG services.
- Supporting learners to explore the implications for both learning and work in their future career plans.
- Respond to learner's Personal development and wellbeing and embrace a culture of personal fulfilment.
- Provide consistent and meaningful IAG throughout the learning journey.

In conjunction with these principles, our aim is to ensure that:

- Our customers and learners have access to information, advice and guidance.
- Services meet the relevant quality standard for learning and work.
- All learners receive current, accurate and quality assured information which is inclusive.

We collect, use and share your feedback to continually improve the service. We are committed to providing a confidential service to our customers and respect that:

- Our learners deserve the right to confidentiality to protect their interests.
- By guaranteeing confidentiality, we safeguard the services of giving Advice & Guidance.

Linden Management will handle information in compliance with the Data Protection Act and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared within the organisation only. We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality. These may broadly be defined as situations where the safety, rights and liberties of other people or the person giving information may be seriously at risk.

Associated documents:

Q13 EDI Policy

Q60 IAG Learner Journey and Impact Points

