

**DAVIES LEARNING
SOLUTIONS
INFORMATION,
ADVICE
AND GUIDANCE
STRATEGY POLICY**

Version: 7

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Change History

Version	Date	Author	Description of change
V2	16/04/2020	Janet Miles	Review and update for Davies branding
V3	07/06/2021	Janet Miles	Review and update
V4	18/10/2022	Joanna Harrison	Review and update
V5	14/11/2023	Joanna Harrison	Review and update
V6	14/01/2025	Joanna Harrison	Review and update
V7	12/03/2026	Matt Edwards	Annual update

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1. Policy Statement

The Government's Careers Strategy, originally published on 4 December 2017, established the long-term ambition to improve careers provision across England. While the Strategy itself has not been updated since its publication, its principles have been carried forward through subsequent statutory guidance, most recently updated in January 2023, which sets out clear expectations for all providers to deliver a stable, structured careers programme aligned to the Gatsby Benchmarks. Davies follows the requirements of this current guidance to ensure every learner receives high-quality, impartial and well-informed advice that supports positive progression.

2. Methodology Purpose

The purpose of this methodology is to provide apprentices, learners, prospective Learners, employers, and others with:

- A robust curriculum and training plan to enable progress toward career aspirations
- Advice which enables them to understand and interpret information and apply it to their own situation and ambitions
- Impartial guidance which helps them understand progression opportunities available to them
- Knowledge that the programme the employer and apprentice/learner have selected is the most appropriate to help them progress towards fulfilling their career aims by progressing to their intended job roles, promotion or, where appropriate, moving onto higher level education
- Accessible, visible, accurate, up-to-date, and objective information on its programmes and on opportunities for progression

We strive to provide a Learner-centred, confidential, impartial, and accessible service that:

- Provides a suitable career progression plan
- Addresses the needs of all our apprentices/learners
- Supports apprentices/learners to complete their journeys
- Is linked to experiences of the workplace
- Is delivered in a supportive environment
- Is free from discrimination
- Signposts or refers to other agencies where necessary for an apprentice/learner to achieve personal goals and career aspirations

3. Methodology Scope

Davies aims to provide:

- Information and advice on choosing the most appropriate learning programmes to suit individual need
- Information and advice on the content and arrangements for delivery of the curriculum standard
- Information and advice on pastoral issues and support in relation to health, well-being, British Values, Prevent and Safeguarding
- A dedicated Safeguarding team and contact details for confidential discussions or advice and guidance
- A mental health first aider to support mental wellbeing of all stakeholders

- A responsive service with Skills Radar calls being arranged with a sector specific professional
- Referral to other relevant agencies, providers, and professional services where appropriate
- Access to on-line sources of careers information
- A clear and effective procedure for submitting and dealing with complaints
- To actively promote equality of opportunity and raise aspirations

We will also provide information on:

- Entry criteria, starting points and prior qualifications and how these are assessed against the eligibility requirements
- Modes of study and access to learning resources
- Progression to further learning and employment opportunities
- Careers fairs and networking
- Career development opportunities

The above will be supplemented by access to information and advice on:

- Personal well-being, including being healthy and staying safe
- Making a positive contribution to society through, for example, volunteering
- Motivating and inspiring all Learners to achieve where they are not limited by prevailing stereotypes and attitudes.

4. Our Service

We endeavour to ensure that the Information, Advice and Guidance services we provide are:

- Friendly, welcoming, and courteous
- Accessible and available
- Confidential
- Fair and impartial
- Delivered by staff with the appropriate level of skills and sector specific expertise
- Promoting the best interests of the Learners of whom the IAG is provided

4.1 Davies Learning Solutions will provide to Employers:

- Details of the content and arrangements for the delivery of programmes
- Information on their role and responsibilities in relation to training
- Invitation to regular progress review meetings, where information will be shared on the apprentices and learners progress and discussion on their application of learning and skills within the workplace

4.2 Role of the Employer

The employer also fulfils a vital part in providing careers information and advice and guidance to their apprentices/learners. This comprises of encouraging engagement with career plans, to stretch and challenge apprentices and learners to develop their skills to progress further within their organisation.

It is Important that the employer continually provide the opportunity and resources required for an apprentice/learner to progress during and after their programme of study.

The above can be demonstrated by:

- Providing clear focus and robust on the job training
- Developing and encouraging knowledge, skills and behaviours needed to meet the needs of their programme
- Provide the opportunity to participate and work in other areas of the organisations departments, where appropriate
- Providing time to attend their own organisations careers events, talks, fairs, and wellbeing events
- Coaching, mentoring, and developing others
- Deliver presentations to other areas of the business and provide opportunities to build on knowledge, skills, and behaviours
- Provide high quality and meaningful training
- Job shadowing/mentoring
- Provide time to study for qualification that is relevant within the industry that they work within
- Provide all of the above activity in line with Off the Job Learnership requirements and minimum weekly hours.

5. Referrals

Davies will refer or signpost apprentices and learners to another agency when it is believed that their needs will be addressed more effectively by that agency. In such cases the apprentice/learner and employer will be informed of the reason for the referral and the nature of the expertise and contact details of the agency to which they are being referred.

6. Confidentiality

Davies aims to ensure that the procedures it adopts in relation to the delivery of information, advice and guidance are compliant with the Data Protection Act, as set out in its own General Data Protection Regulation Policy.

Davies has a responsibility to ensure that all data is processed in line with GDPR legislation, and we aim to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used
- How to exercise their rights

For further information on how your data will be used please refer to our GDPR policy and Privacy Statement, which is available on our website.

7. Complaints

Complaints will be dealt with in accordance with the Davies Complaints Policy, which seeks to ensure that all are treated seriously and with respect.

All complaints will be formally acknowledged by a member of our team within 1 working day of receipt. We will aim to resolve complaints within 10 working days. Should a further period be required, the complainant will be informed. Further information about our [complaints policy](#) can be found on our website.

8. Evaluation of the service

To evaluate the effectiveness and quality of our career, information, advice, and guidance service we will seek feedback from service users, most likely via the completion of a survey questionnaire. Any information gathered through this process will remain anonymous.

9. Related Policies

The main Davies policies relevant to this are:

- Equity, Inclusion & Diversity
- Safeguarding & Prevent
- Information, Advice and Guidance
- Confidentiality and Data Protection Policy

10. Policy Monitoring and Review

Overall responsibility for Information, Advice and Guidance remains with Davies Head of Quality who will lead an annual review of the Policy.