

L & E Education Ltd: Information, Advice and Guidance Policy

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Policy	001	01.08.24	31.08.25	E. Naylor

Purpose

L & E Education will ensure that all learners and potential learners are provided with and have access to, high quality and impartial information, advice and guidance.

Information, Advice and Guidance

Our service ensures that all employers, learners and potential learners:

- Receive clear, accurate, up to date, accessible, objective, and impartial information before committing to a course
- Receive requested information and advice within seven working days of the request
- Can access, where appropriate, opportunities to discuss how a course meets their needs with (1) assessors, (2) IAG or supports staff in the head office
- Can access clear, accurate, up-to-date, accessible, objective and impartial information about progression opportunities.
- Can be confident that their personal information will not be shared with other organisations
- Receive a response to appeals, complaints and suggestions

These objectives can be measured through self-assessment and review. To ensure that we are delivering high quality information, advice and guidance we consider the following

- Learner / employer feedback results
- Progression information
- Compliments and complaints
- Feedback provided through progress reviews

Policy Reviews

This Policy will be renewed annually.

For further information or to discuss any concerns regarding this, or any of our other Policies and Procedures, please contact: info@footballfamily.org.uk

Signature: <i>E. Naylor</i>	Title: <i>Managing Director</i>	Date: 01.08.2024
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