



Multi Trades Training Information, Advice and Guidance (IAG) & Enrolment Policy Statement

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Approved by	Rob Jones	Position	CEO
Signature		Date	15/08/2025

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Statement and Purpose

Multi Trades Training ('Multi Trades', 'we', 'our' or 'the provider') is committed to ensuring that all enquirers, learners and prospective learners have access to high quality impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions in their educational choices, to achieve their full potential and succeed in life.

As an approved provider of qualifications and apprenticeships, it is the policy of Multi Trades to provide appropriate impartial Information Advice and Guidance service to potential candidates; and current learners at programme recruitment, whilst participating on programmes, and on exit from programmes.

This process will provide information advice and guidance to potential candidates and existing learners which will result in maximum retention and programme success rates for Multi Trades and will ensure that all learners

- a) Receive an initial assessment of functional skills
- b) Agree an Individual Learning Plan
- c) Have their progress reviewed at least every 6 weeks

Scope

This policy applies to all enquiring, enrolled and past students at Multi Trades.

Definitions

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an over-reaching term to denote a range of guidance activities and processes.

Information

Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, interview, written/printed matter, telephone help lines, ICT software, and websites.

Advice

Involves:

- helping a learner understand and interpret information
- providing information and answers to questions and clarifying any misunderstandings
- understanding the individuals' circumstances, abilities and targets
- advising on options or how to follow a given course of action
- identifying needs – signposting and referring learners who may need more in-depth guidance and support.

Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance

This aims to support learners to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some students and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

Roles & Responsibilities

The enrolment team are responsible for providing initial information advice and guidance to prospective applicants on recruitment to programmes.

Skills Coaches, assessors, online tutors and functional skills tutors provide learners with on programme support to retain learners and enable them to successfully complete their qualifications / programme frameworks in face to face and online delivery sites.

Coaches, assessors, and enrolment teams provide learners with guidance on exit from their apprenticeship programmes and NVQ's in relation to employment opportunities and career advancement in industry.

The senior management team have responsibility for line managing the front line IAG services.

Quality Assurance & Evaluation

The provision of IAG services is quality assured via the collection and analysis of participant feedback, and analysis of key performance data in respect of learner retention, achievement and placement rates.

Our senior management team will be responsible for monitoring the front line delivery, including the observation of the IAG service, and identifying areas for continuous improvement.

The outcomes from feedback and are subject to discussion at routine Senior Management Meetings.

Procedure

Our delivery of IAG services 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.

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

- All potential learners and enquirers 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 feedback to continually improve our service.

In particular, we will:

- Provide information about our courses, their characteristics, content and cost
- Provide information regarding any available course funding and criteria.
- Provide information about other local training courses and support services.
- Signpost and refer people to other training services and support services.
- Provide a description of our IAG service.
- Keep up to date a display of leaflets and brochures from other local training providers (or web links).
- Provide advice on possible careers related to our training courses in line with the Gatsby Benchmarks.
- Offer basic skills and learning styles assessments and to signpost where these will assist in achievement and progression.

We are committed to providing a confidential service to our learners, clients and customers and respect that:

- Multi Trades Training 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.

Enrolment & Identification

Once the IAG is complete and the learners are ready to sign up for enrolment, our approach to the process includes confirming the identification of the learners. This ensures the integrity of examination and assessment procedures and keeps Learners and staff safe and also contributes to our:

- commitment to safeguarding in a relatively open educational setting
- meeting our Equality and Diversity commitments
- processes to ensure that correct application of funding for individuals

- procedures for recognising change of name
- assurity in the integrity of examination and assessment procedures

Prior to starting the learning all learners must present identification and have a photograph taken to prove ID . These should be kept securely in the SharePoint folder.

Learners will be asked for formal Identification in the form of photo ID prior to registration. We will accept a minimum of 2 forms of ID prior to enrolment:

One from Group A

- A valid driving licence from any country
- A current valid passport from any country
- National Insurance Number
- A CSCS card

One from Group B

- Bank Statement
- Phone bill
- Utilities bill
- HMRC correspondence

Our recruitment practices involve detailed identity checks for all shortlisted learners before recruitment of new staff is confirmed.

Change of Name

It is the responsibility of the Learners and staff to ensure that there is consistency between their records and their form of ID.

We will comply with requests for changes, initially on production of formal documents (passport; drivers licence; marriage, civil partnership, divorce, dissolution certificate) prepared by a solicitor, Deed Poll or other documents approved by funding agencies. Where no formal documents are available, those records which are within our discretion (ID pass, registers) will be changed using “Also Known As”. Students must complete a change of details form.

Communication

This policy will be communicated as part of all staff induction processes and as part of the annual teambuilding and CPD training process.

Monitoring and Review arrangements

This policy will be reviewed annually to ensure that it meets the needs of learners and employers and positively impacts the outcomes for learners and to ensure it continues to meet our needs and those of our Regulators i.e., Awarding Organisations (NOCN Cskills Awards) , Department for Education, ESFA (Education & Skills Funding Agency) and external stakeholders.

Associated Policies

This policy should be read in conjunction with:

- DOC002 MTT Careers Advice & Progression
- GOV0013 MTT Equality & Diversity Policy
- GOV008 MTT Complaints Policy

Contact Information

Multi Trades Training Ltd
Unit 8
Moniton Trading Estate,
West Ham Lane,
Basingstoke,
Hampshire,
RG22 6NQ

Tel: +44 (0) 2034 883801
E: info@mttraining.co.uk

Document Control

Date	Review & Revision	Owner	Version
15/06/23	Inclusion of the career advice in line with the Gatsby Benchmarks.	Quality Lead	V1 2023
18/07/2024	Updated address details	Quality Lead	V1 2024
11/08/2025	Added reference to Career Advice Policy	Quality Leard	V1 2025

Appendix 1 - Process

Below is a list of processes a learner and employer must go through and the timings and interventions from Multi Trades Training

Procedure/ Document	Action	By whom	Deadline
Learner/ employer request information	Send initial e-mail	Enrolment officer	24 hours
Reply to initial e-mail with learner's details/ advertisement request	Reply to initial e-mail	Employer	48 hours
Enrolment form and BKSb (English Maths assessment)	Send out Enrolment form and BKSb (English and maths assessment)	Enrolment officer	24 Hours
Learner to complete the enrolment form and BKSb (English and maths)	Complete Enrolment and BKSb (English and Maths)	Learner	5 working days
Incomplete Enrolment BKSb	Send reminder e-mail to learner CC in the employer	Enrolment officer	24 hours
Extension - Learner to complete the enrolment form and BKSb (English and math's)	Extension - Complete Enrolment and BKSb (English and Math's)	Learner	2 Days
Incomplete Enrolment BKSb	Phone employer back up with e-mail and CC the learner	Enrolment officer	24 hours
Extension - Learner to complete the enrolment form and BKSb (English and math's)	Extension - Complete Enrolment and BKSb (English and Math's)	Learner	2 Days
If the learner has not completed all elements by this stage they will be withdrawn from the process			
The learner will be contacted for an interview	Complete Learner interview	Enrolment officer, Director, Plant assessor	3 days
Learner not contactable	Phone employer and back up with an e-mail CC the learner	Enrolment officer, Director, Plant assessor	24 hours
If the learner has not completed the interview at this stage they will be withdrawn from the process			
Send enrolment form back to learner. Send contract services to Employer.	Send enrolment form back to learner. Send contract services to Employer	Enrolment officer	24 hours
Learner to sign enrolment form	Learner to sign enrolment form	Learner	24 hours
Extension - Learner does not sign enrolment form	Phone employer – back up with e-mail and CC learner	Enrolment officer	24 hours
Extension - Learner does not sign enrolment form	Phone employer – back up with e-mail and CC learner	Enrolment officer	24 hours
If the learner has not completed all elements by this stage they will be withdrawn from the process			
Employer signs enrolment form and services contract	Employer signs enrolment form and services contract	Employer	48 Hours
Employer puts learner on the Digital App Service	Employer puts learner on the Digital App Service	Employer/ Enrolment officer	3 Days
Employer sends contract & Employers Liability	Employer sends contract & Employers Liability	Employer	3 Days
Extension – Employer has not sent contract & Employers Liability / DAS account	Phone employer to assist with any issues. Confirm via e-mail	Employer	24 hours
Extension - Employer sends contract & Employers Liability	Employer sends contract & Employers Liability	Employer	3 Days
If the employer has not completed all elements by this stage the learner will be withdrawn from the process			