

Quality System



CUR021

Strategy Title

Information Advice & Guidance Strategy 2023-2024



1. Intent

The intention of NC Groups Information Advice and Guidance service is to make careers education more accessible for learners, and ensure each one of them, whatever their background, can make the right education and training choices so they have the best possible chance of succeeding. Through the offering of unbiased IAG, the service is designed to help learners make an informed decision about how to improve job prospects, skills, obtain a qualification, or just make the most out of a current job.

In the delivery of our Information, Advice and Guidance (IAG) service, we endeavour to support prospective and existing learners in making decisions about their training and career planning, based on their individual needs, circumstances and interests.

2. Objectives

- Impartial IAG is delivered throughout all NC Group services. Our learners agree that NC Group provides impartial IAG aligned to their career aspirations
- Learners are provided appropriate IAG to place them on a programme in a suitable vocational area and at the correct level
- Learners are engaged in their programmes of study
- Learners achieve their qualifications and complete their programmes of study
- Following the completion of their programmes, learners progress into further education, work, or enhance their career prospects

3. How we will measure success

- 95% of learners and apprentices agree that IAG provided is impartial and aligned to their career aspirations
- 98% of learners that start on programme remain on programme and 95% of learners that start on programme achieve their qualifications.
- 90% of apprentices that start on programme remain on programme and 90% of apprentices that start on programme achieve their qualifications.
- 98% of learners that start on programme remain on programme with a minimum attendance of 95%
- 98% of learners that start a programme achieve their aims.
- A minimum of 60% of learners on pre-employed programmes progress into positive destinations.
- A minimum of 80% of apprentices progress into positive destinations.
- 95% satisfaction rating from our learners, apprentices, and employers relating to the training we have provided.

4. Action plan

Doc Control No	CUR021	Version Number:	3	Next Revision Date:	16/05/2025
Date Produced:	March 2021	Author:	Liam Noble	Revised by	Liam Noble



NC Group now carries the Matrix Quality Standard for Information Advice and Guidance Services. The Matrix standard is a quality standard for organisations that deliver information, advice and/or guidance (IAG), either as their sole purpose or as part of their service offering. It helps providers to improve their services by benchmarking against best practice and it offers accreditation to those that meet the full standard. Within the acquisition of this award NC Group has made a commitment to fulfil the areas for further improvement as set out in the Matrix Standard action plan. This action plan has been formalised and forms the basis of NC Groups continuous improvement plan for its IAG provision.

8. Record of Strategy Changes/Amendments

Section	Note of changes	Revision Date	Person Responsible
4	Addition of the acquisition of The Matrix Standard	March 2022	L. Noble
3	Progression into work target increased to 60%	March 2023	L. Noble
3	Update to include apprenticeship KPIs	May 2024	L. Noble

Doc Control No	CUR021	Version Number:	3	Next Revision Date:	16/05/2025
Date Produced:	March 2021	Author:	Liam Noble	Revised by	Liam Noble