

# Quality System



CUR021

Strategy Title

**Information Advice & Guidance Strategy 2021**



## 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 or work

## 3. How we will measure success

- 95% of learners 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.
- 98% of learners that start on programme remain on programme with a minimum attendance of 95%
- 98% of learner that start a programme achieve their aims.
- A minimum of 50% of learners progress into further education or work.

## 4. Action plan

NC Group is currently undergoing a thorough deep dive into its IAG services to ensure It is NC Groups intent to achieve 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),

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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.

## 8. Record of Strategy Changes/Amendments

Section	Note of changes	Revision Date	Person Responsible

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