

## **Quality System**



CUR021

Strategy Title

**Information Advice & Guidance Strategy 2024-2025**

## 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

### **AEB** (*Evidence SAR 2024*)

- Learners consistently achieve at high level and achieve positive outcomes. Overall achievement rate for adult based delivery is 99.4%. This is approximately 6% above the national rate and has maintained the high standard achieved in the previous academic year (99.5%).
- Learners develop skills required for employment with 74.5% of learners (1483 aims) progressing into positive destinations (Northeast) such as long-term employment or further training. 95% satisfaction rating from our learners, apprentices, and employers relating to the training we have provided.
- Attendance (AEB 99.5%) and punctuality (AEB 99.4%) on all Adult skills courses is extremely strong, demonstrating that learners are committed to, and value their training.
- Learners make use of, and benefit from excellent information, advice, and guidance they receive from NC Group and our partner organisations. They can make informed choices about the next steps in their training, education, or employment. This is further supported by the visit to classes of the employment representatives, better preparing learners for work and resulting in high progression into employment.

Doc Control No	CUR021	Version Number:	4	Next Revision Date:	03/05/2026
Date Produced:	March 2021	Author:	Liam Noble	Revised by	A Dodd

### Apprenticeships *(Evidence SAR 2024)*

- Apprentices achieve their programmes with a 100% first time pass rate (all programmes), with the vast majority achieving with high grades
- Apprenticeship destinations are excellent, with all apprentices (100% - 8/8) either continuing in employment or progressing to new roles within their respective organisations.
- Apprentices gain crucial life experience beyond the wider curriculum through participation in skills competitions (Red bull Soap Box) and social action projects (Reid St School, Quinns retreat & Safer Communities)
- Leaders work closely with employers to ensure the training provided is relevant and targeted to their needs, and the needs of their apprentices. The curriculum has a positive impact for learners and their long-term aspirations.

## 4. Action plan

NC Group now carries the Matrix Quality<sup>(2024-2027)</sup> 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.

### *Actions 24-25*

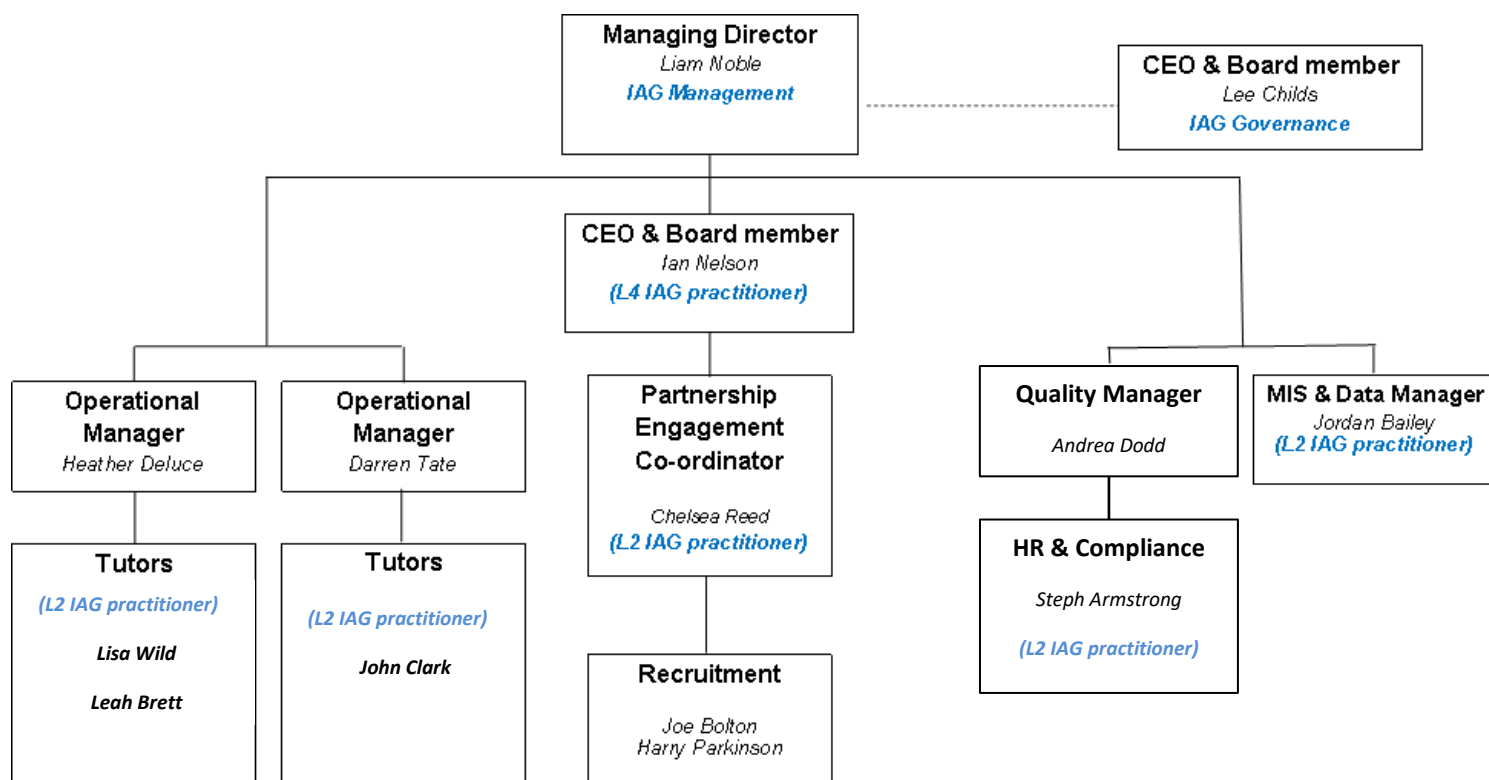
1. The IAG Policy is reviewed on an annual basis and currently it does not include the different IAG roles and responsibilities that different staff have. There could be some benefit to establishing these different roles and responsibilities and then including the detail in the Policy. This could lead to clarity about where responsibilities lie so staff and recipients can appreciate differences.
2. All staff interviewed for this Review indicated that IAG was a major component of their work. Some job descriptions did include IAG but there are some job descriptions where this is not the case. NCG could consider confirming the IAG roles and responsibilities that different staff have and then include the details in job descriptions and the person specifications.
3. An IAG road map has been created for the pre-employment learners and is available in the Learner Handbook and the website. The apprenticeship programmes do not have an equivalent. NCG could seek to bring staff from different Teams together to work on establishing this road map. The resulting output can be used with employers and apprentices. It could also clarify the contribution from the different NCG Teams.
4. Employers very much value and appreciate the learning that NCG delivers to their staff. Regular meetings take place where information is shared about individual learners' progress. Some employers indicated that they would appreciate being able to access online systems whenever

Doc Control No	CUR021	Version Number:	4	Next Revision Date:	03/05/2026
Date Produced:	March 2021	Author:	Liam Noble	Revised by	A Dodd

needed so that they could establish the progress for themselves. NCG could consider the feasibility and Return on Investment (ROI) gained in taking this forward.

5. A template is in place that is used to inform the Observation of Teaching, Learning and Assessment which is part of the IAG quality assessment. There is not an IAG part of the form to complete. NCG could revise the template to explicitly cover IAG as this could then ensure it is included in the observation where relevant.

## IAG Structure 2024-2025



### 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
4	Actions added following Matrix Reaccreditation	August 2024	L. Noble
Footer	Change of reviewer from LN to AD	May 2025	A. Dodd
4	Updated IAG structure diagram	May 2025	A. Dodd
3	How we measure success, evidence taken from the SAR 23/24	May 2025	A. Dodd

Doc Control No	CUR021	Version Number:	4	Next Revision Date:	03/05/2026
Date Produced:	March 2021	Author:	Liam Noble	Revised by	A Dodd



Doc Control No	CUR021	Version Number:	4	Next Revision Date:	03/05/2026
Date Produced:	March 2021	Author:	Liam Noble	Revised by	A Dodd