

## **Welcome Skills IAG Strategy and Vision**

### **AIMS**

1. To provide informative and impartial advice regarding career opportunities and pathways.
2. Develop an outstanding IAG service for current and prospective learners.
3. Develop effective working relationships with referral agencies including of destination data.
4. Accurate data collection and analysis.
5. To ensure compliance with the Data Protection 1998.

### **Objectives**

1. Providing IAG advisors with a minimum of two training sessions per annum to develop and maintain effective information, advice and guidance services. This will be achieved through in house training.
2. All policies, procedures and services will be measured and reviewed on a three monthly basis.
3. Communicate with referral agencies to determine which organization (prime) holds responsibility for each candidate.
4. Record and review tangible data collected through our in house LMS (PICS) to enable tracking of learner progression from registration to completion through to destination.
5. All staff must be briefed during the induction period on company data protection policy. To ensure that all information is stored in a secure premises and computers are password protected.
6. Research alternative providers and career pathways in identified regions.

### **Links to the wider strategic aims of Welcome Skills**

The IAG aims and objectives link to the following wider organisation strategic aims of welcome skills.

- Our Vision and Mission is to become a preferred provider offering a range of facilities and solutions to engage strategically with partners to achieve outputs linked to Government and LEP strategies
- To offer exciting, engaging and inspirational solutions to post 16 learners through innovative learning and work placement to Grade 1 Ofsted standards
- To promote Youth Employment and employer engagement
- To up-skill existing employees
- To use training and development to enhance cultural awareness and cohesion
- To achieve Matrix, IIP and other recognised quality awards

Note: For a full copy of Welcome Skills Business Plan please refer to the 2013/14 to 2015/16 edition.

## **Information, Advice and Guidance (IAG) Statement of Service**

### **About our IAG service:**

Welcome Skills is a private training provider based in Croydon. It provides specialist training both commercial and funded for the Hospitality and Catering sector.

Our aim is to provide high quality nationally accredited vocational training for this sector, which will lead to employment, career progression or job enhancement.

If you are working, or seeking employment within this sector our IAG service is designed to help you make an informed decision if you want to find out how to improve your job prospects or skills, get a qualification or just make the most out of your current job.

### **We can offer you the following service:**

- Impartial and unbiased advice on the courses we provide
- Information on the career paths available to you from the qualifications we offer
- Initial assessment to make sure you are on the right course
- Referral to other providers if we do not have a suitable course for you
- Advice on progression on to other learning

### **We will also:**

- Ensure your meetings with your tutors and assessors remain confidential
- Promote Equality and Diversity
- Provide professional and knowledgeable tutors and assessors to support you
- Help you develop a Personal Learning Plan following your initial assessment
- Hold review meetings with you at least every 8 weeks to discuss your progress and identify if there are any further ways we can support you.

**We are committed to continually improving our service so welcome any feedback you can provide that helps us meet our clients' needs.**

### **How to contact us:**

For any enquiries or to make an appointment please Telephone 0208 916 2205

Email: [faisal@welcomeskills.com](mailto:faisal@welcomeskills.com)