



The College of
Animal Welfare

**Information, Advice and Guidance (IAG)
Policy**

Policy Purpose

The purpose of this policy is to ensure that all prospective learners, learners, apprentices, employers, staff, and stakeholders receive high-quality, impartial, accessible and inclusive Information, Advice and Guidance (IAG). This policy aligns with MATRIX Standards, Keeping Children Safe in Education (KCSIE), Prevent Duty, SEND Code of Practice, Equality Act 2010 and UK GDPR. It supports learners in making informed choices that lead to positive progression, wellbeing and achievement.

Policy Principles

The College commits to IAG that is impartial, accessible, inclusive, safeguarding-compliant, preventative in nature, SEND-aware, data-informed, confidential, and regularly reviewed. The service must promote equality, remove barriers, and provide person-centred guidance.

Scope

This policy applies to all learners (including under 18s, apprentices, online learners, SEND learners, care-experienced learners), prospective learners, parents/carers where appropriate, employers, and all staff receiving internal IAG regarding HR, development and progression.

Legislative & Regulatory Framework

This policy complies with: MATRIX Standard; KCSIE; Prevent Duty; SEND Code of Practice (2015); Equality Act 2010; Children & Families Act 2014; UK GDPR/Data Protection Act 2018; Ofsted EIF; ESFA requirements.

External IAG Services (Students & Employers)

The College will provide impartial course advice, careers guidance, labour market information (LMI), SEND-support information, safeguarding-integrated guidance, and progression planning. IAG includes support at enquiry, enrolment, induction, on-programme, and progression stages. Employers receive impartial guidance on training solutions, apprenticeships and workforce development.

Internal IAG Services (Staff)

The College retains strengths of the previous policy, providing HR guidance, induction, performance management support, CPD planning, career progression advice, and access to internal policies and procedures. Staff will receive clear information on development pathways, training and expectations.

MATRIX Standard Alignment

The College aligns with the four domains of MATRIX: (1) Leadership & management, (2) Resource allocation, (3) Service delivery, (4) Continuous quality improvement. The service is reviewed annually and improved using stakeholder feedback, performance data and impact measures.

Safeguarding & KCSIE

IAG integrates safeguarding responsibilities. Staff must identify risks, respond to disclosures, record concerns accurately and escalate appropriately. All IAG interactions must follow safer-working and safer-recruitment principles. The College promotes a culture of vigilance and student safety.

Prevent Duty

All staff providing IAG must identify indicators of radicalisation, provide safe and non-biased guidance, and report concerns through safeguarding channels. British Values must be embedded across IAG materials and advice.

SEND, Inclusion & Equality

IAG must provide reasonable adjustments, tailor guidance for SEND learners, ensure accessible formats, identify additional needs early, and comply with Equality Act duties to eliminate discrimination, advance equality and foster inclusion. Staff must support learners with disabilities, mental health needs and learning differences.

Data Protection & GDPR

All information collected via IAG interactions is processed under UK GDPR. Records must be accurate, confidential, securely stored and accessed only by authorised staff. Safeguarding records are stored separately and with enhanced protection.

Staff Training Requirements

Staff delivering IAG must complete mandatory training in safeguarding, KCSIE, Prevent Duty, SEND awareness, EDI, Equality Act, GDPR and MATRIX quality expectations. Regular CPD is required to maintain professional standards.

Feedback, Quality Assurance & Continuous Improvement

Learner and employer feedback, destination data, surveys, complaints, and progression outcomes all inform service improvement. Annual monitoring identifies strengths, risks and development needs. The College commits to transparent improvement planning.

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Version	
Policy Owner	Barbara Cooper
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