

IAG Policy

PMA is committed to offering an impartial Information, Advice and Guidance (IAG) service which is accessible to all our apprentice and commercial learners and wider stakeholders. Our aim is to help and support them in their decision-making process to achieve their full potential.

PMA IAG is available to prospective apprentices and commercial learners who are investigating the best possible training development / learning programme for them taking into consideration the varied funding streams available, current job role, experience, duration of programme, eligibility and progression goals. We also offer IAG to those on an existing programme of study through webinars, hosting National Apprenticeship week and utilising a 'recalibration document' to check learners remain interested in their current career aspirations or to offer IAG as to alternatives if they are not. IAG is also extended to other stakeholders including employers.

PMA provides information, advice and guidance which will empower individuals. PMA is Passionate about People and has an ambition to attract, recruit and retain talent to the sector we represent but we also know we have a responsibility to support individual choice and offer guidance as to other opportunities. We are able to do this successfully through our Professional membership network of 50,000 active practitioners.

The whole PMA team are able to assist all stakeholders to make informed decisions about their career pathway and choices regarding learning, work, development, sector opportunities and wider opportunities.

Objectives:

- To provide clear, accurate, up to date impartial information regarding stakeholder options and opportunities which are individual and inclusive.
- To explain the potential routes stakeholders can explore and consider meeting their individual needs.
- To ensure employees are trained in the delivery of IAG services commensurate with their roles.
- To signpost or refer to colleagues or other agencies likely to be relevant to their individual needs, where available.
- To explain support available for apprentices / learners related to education, welfare, employment and where identified specialist services.
- To inform apprentice / learners about the range of skills and qualifications they will need to sustain employment in the workplace both today and in the future.
- To monitor the success of the service using apprentice / learner feedback to help identify where improvements can be made

Statement of Intent

PMA aims to provide high quality information, advice and guidance which will enable employees, apprentice / learners, employers and prospective apprentices / learners, to make informed choices about ways in which PMA could meet their individual training and development needs.

Accurate and impartial Information, Advice and Guidance (IAG) is provided on the PMA website, VLE, in learning resources, the apprentice / learner handbook, and is available to any individual on request.

Advice provided is confidential (legal exceptions applying) to enable apprentices / learners and potential apprentices / learners to make informed choices as to the most appropriate route for their own personal and career development. Information, advice and guidance is provided by all employees commensurate with their role.

Aim of the Policy

The aim of the policy is to set out the information, advice and guidance services that PMA provides to potential and current apprentices / learners, employees and employers.

The policy should be read in conjunction with other policies and procedures.

Statement of Service

This statement sets out the details of the Information, Advice and Guidance services available to apprentices / learners and employers. The purpose of the statement is to clarify what is on offer, and what can be expected when using the service.

Who can use our services?

- Current apprentices / learners who are enrolled on an apprenticeship programme with PMA.
- Enquirers, prospective apprentices / learners who may be interested in undertaking an apprenticeship with PMA.
- Employers who require information about PMA apprenticeship provision, funding processes, and recruitment services.
- On programme learners looking for alternative career opportunities
- Prior learners keen to hear more about current opportunities.

What can you expect from us?

- Accurate and impartial information, advice, and guidance on the full range of services we offer on our apprenticeship programmes. We will signpost and suggest alternatives if this is more appropriate.
- Accurate and impartial information, advice, and guidance to employees about their rights, entitlements and responsibilities as employees, about employee development and opportunities, about performance management and grievance procedures, and about opportunities to contribute to the strategic planning of the business overall.
- A service that meets national standards. PMA meets the Principles for Coherent Service Delivery laid down by The National Information, Advice and Guidance Board and which meets the standards required for matrix accreditation. This means that our service will be:
 - o Accessible and visible.
 - o Professional and knowledgeable.
 - o Impartial.
 - o Responsive
 - o PMA treat all our apprentices / learners solely on the basis of their merits, abilities and potential, regardless of gender, race, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstances, sexual orientation, or any other irrelevant distinction.

o In order to provide the best possible service, which meets the highest standards of equality of opportunity, we keep a record of your details, your academic record, and your contact with us. This record can only be accessed by authorised employees who need to see this information as part of their work. PMA take all appropriate physical, technical and contractual measures to ensure that information cannot be used by anyone outside of the organisation.

What do we expect from you?

- As much relevant information as you can give us so that we can answer your enquiry fully, for example, disclosing a disability or additional learning requirements to enable us to provide support is required.
- If you have any questions or concerns about your application, your enquiry, your apprenticeship programme, or your progress, we expect you to contact us as soon as possible in order to resolve the issue.
- We are committed to developing the quality of our services and we regularly seek the views of our apprentices / learners and employers to find out how satisfied they are with the services and support provided by PMA.
- We aim to ensure that you are satisfied with the service you receive, but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint then we will treat it in confidence and aim to resolve it fairly and quickly in accordance with the complaints policy, a copy of which can be obtained from Head Office.

The Services We Offer

Prior to starting your apprenticeship programme / learning we provide:

- Information on the website about our apprenticeship programmes and qualifications, and about the services provided to apprentice / learners and employers. This information is regularly updated and comprehensive.
- Access to our team, who can provide you with more information about the options available to you.
- A telephone interview with a member of our team who will discuss your educational background and needs, your career aspirations, and the options available to you.
- Information, advice, and guidance at conferences, and through our marketing stand at various shows and events.
- Detailed information, advice, and guidance about the cost of our apprenticeship programmes and any financial support that may be available to you.

Once you have started your apprenticeship programme / learning we will provide:

- Information about the enrolment process and about any costs that you may incur if you need any equipment or resources.
- A comprehensive induction programme which will include information about:
 - o Your specific programme and the apprentice / learner journey
 - o Learning support available to you
 - o PMA, the team, and its policies

During your apprenticeship programme we will provide:

Ongoing information, advice, and guidance to support your learning and your personal development, this will include:

- o On learning-based support from your Tutor/Assessor.
- o Signposting to appropriate sources of Information, advice, and guidance to enable you to plan your personal, educational, and career development.
- o Reasonable adjustment and study support to facilitate your studies if you have additional support requirements.
- o Regular feedback on performance, identifying goals and agreed actions to achieve the goals.

Access to information, advice, and guidance on:

- o Personal well-being, including being health and staying safe.
- o Enjoying and achieving by setting priorities for learning and work and developing a work life balance.

When your apprenticeship programme is complete, and you are ready to move on we will provide:

- Signposting to appropriate sources of help and support to enable you to choose what you will do next.
- Signposting you to appropriate sources of professional support who can provide you with more information about options beyond your present programme, whether it is progression to another programme, or progression to further/higher education.

How to Contact Us

In Writing:

PMA

Suite 14,
Courthill House,
60 Water Lane,
Wilmslow
Cheshire,
SK9 5AJ.

By Telephone; 0330 111 6459

By E-mail; enquiries@pma-uk.org

Via the Website; <https://practicemanagersuk.org/contact-pma/>

Main Contacts:

Name	Job Title	Address	Mobile phone
Ian Jones	Director	ian@pma-uk.org	07880 788 985
Austin Ambrose	Director	austin@pma-uk.org	07726 921 685
Stacey Chapman	Chief Operating Officer	stacey@pma-uk.org	07802 735 238

Should you have any concerns around Safeguarding please email:

PMA DSL, Stacey Chapman at: safeguarding@pma-uk.org

Please be assured your email will be treated in the strictest confidence and that you will receive a direct reply from Stacey within 24 hours.

Revisions control:

Date	Summary of changes made	Changes made by (Name)	Version No.
October 2018	IAG Policy created	Elaine Crowther	V1.0
October 2019	Grammatical changes only	Elaine Crowther	V 2.0
June 2020	Added to new template & address change	Sue Chadwick	V2.1
October 2020	Full review – no amends – added IAG strategy	Lisa Lindgren	V3.0
January 2022	Full Review	Stacey Chapman	V4.0
January 2023	Full Review	Stacey Chapman	V5.0
February 2023	Full review extra wording	Stacey Chapman / Sarah Burrows	V6.0

June 2023	Main contacts titles and emails updated	Caroline Smith	V6.1
June 2024	No Amends	Julie Mulliner	V6.1
June 2025	Updated Address	Sarah Dibben	V6.2

Next Review Due: June 2026