

INFORMATION, ADVICE & GUIDANCE POLICY & PROCEDURE

1) Purpose

To deliver high-quality, impartial information, advice, and guidance (IAG) to apprentices, prospective apprentices, and employers. ETT team members are dedicated to training and empowering those we work with to reach their full potential. Staff involved in IAG work to foster behaviours that promote success in both learning and employment.

2) Scope

- a) Applicants and Prospective Apprentices.
- b) Current Apprentices in learning or those who have previously completed training with us.
- c) Employers who currently employ our apprentices or those interested in doing so.
- d) ETT Staff.

3) Commitment to IAG

- a) Team members actively seek new opportunities and solutions to meet the IAG needs of our learners, employers, and other stakeholders.
- b) Our team supports apprentices in developing self-awareness, addressing learning barriers, managing conflicts, setting and achieving goals, and developing skills for career progression.
- c) We encourage apprentices to continue learning within and beyond their apprenticeships and guide them towards future opportunities aligned with their aspirations.
- d) We provide signposting or referrals to alternative services when ETT's offerings do not meet the needs of apprentices or employers.
- e) Where team members lack specific knowledge, they source information or direct apprentices and employers to appropriate organisations with relevant expertise.

4) Prospective Employers

- a) Initial consultations with employers to discuss apprenticeship structures, align job roles with apprenticeship standards, and provide advice on progression for apprentices and other employees.

5) IAG Activities

- a) In-Learning Apprentices & Employers
 - i) IAG is delivered in-company by Training Officers and at TESA by Lecturers. Most company-based advice is personalised and provided on a one-to-one basis. At TESA, IAG is offered through a combination of individual support and group enrichment sessions.
 - ii) Delivery includes professional development, subject updates, and guidance on further learning, external courses, employability skills, leadership training, and other developmental activities.
- b) Prospective Apprentices
 - i) Information on apprenticeships and available opportunities is accessible on the ETT website.
 - ii) Engagements include careers events, CV writing workshops, mock interviews, and engineering sessions for secondary schools. We also support primary schools with STEM initiatives.

- iii) ETT manages the recruitment process effectively, helping applicants understand requirements, interpret information, and assess their skills and qualifications.
- c) Provision of IAG
 - i) We offer IAG at the following stages:
 - (1) Pre-Programme: For employers before enrolling in the programme and for learners before joining, we explain programme details and direct applicants who do not meet initial entry criteria to alternative options.
 - (2) Ongoing Guidance: Throughout the programme, IAG is provided via reviews and one-to-one support, helping apprentices identify next steps and explore career paths.
 - (3) External Needs: Where necessary, we provide guidance for safeguarding, health and safety, and other essential areas requiring external input.
 - (4) Future Pathways: We actively support learners in planning their next stage, including advice on relevant qualifications and apprenticeship options that match employer needs. Where ETT cannot meet specific requirements, we direct learners and employers to additional resources (e.g., gov.uk) for suitable programmes.