



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

It is the policy of Peter Pyne Training, hereafter referred to as PPT, to ensure that all learners and prospective learners have access to high quality impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed in life.

**It is PPT's policy to deliver our service in accordance with the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)) and we adhere to our principles which include:**

- ✓ Providing impartial, responsive, friendly and enabling information, advice and guidance services to our learners.
- ✓ Being accessible and visible to our learners.
- ✓ Ensuring that our staff are professional and knowledgeable to address our learners' needs.
- ✓ Making our learners aware of relevant IAG services.
- ✓ Supporting learners to explore the implications for both learning and work in their future career plans.

**In conjunction with these principles, our aim is to ensure that:**

- ✓ All members of the community have access to information, advice and guidance.
- ✓ Services meet the relevant quality standard for learning and work.
- ✓ All learners receive current, accurate and quality assured information which is inclusive.
- ✓ We collect, use and share your feedback to continually improve the service.

**We are committed to providing a confidential service to our customers and respect that:**

- ✓ Our learners deserve the right to confidentiality to protect their interests.
- ✓ By guaranteeing confidentiality, we safeguard the services of giving Advice & Guidance.

PPT will handle information in compliance with the Data Protection Act and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared within the organisation only.

We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality. These may broadly be defined as situations where the safety, rights and liberties of other people or the person giving information may be seriously at risk.

Amanda Pyne

Director