



The Royal Artillery Centre for
Personal Development

Information, Advice and Guidance (IAG) Policy Statement

It is RACPD policy 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.

The IAG service will help you to make the right decision about your learning choices. RACPD will provide you with free information about your training, education or learning opportunities so that you can make choices that are right for you. If we are not able to provide the learning opportunities you require, we will refer you to other organisations which are able to meet your needs.

It is RACPD's policy to adhere to the National IAG Board Principles for coherent delivery in IAG services which include:

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

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

- ✓ All learners and prospective learners have access to information, advice and guidance.
- ✓ IAG services meet the relevant quality standard for education and training.
- ✓ 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 and guidance.