

Information Advice and Guidance policy (IAG)

Aim:

Jam training offers advice and guidance to any partner organisation that helps promote good practice within the educational experience and legislative and procedural frameworks for the Childcare sector. Including safeguarding and confidentiality.

Our objective is:

To sign post or directly inform other services through information, negotiation, liaison, and referral. Promoting careers education and guidance within organisations to support enabling; clients, employer, and apprentices learning, through a range of group work, advice, demonstration, and training workshops.

We do this by:

Establishing support needs through communication with clients for advice and guidance. Support needs are also identified through client requests or via learner progression routes.

Advice and guidance service are only provided within our area of expertise and the qualification frame works we teach.

Advice and guidance are based on and adheres to legislation and procedures, equality and GDPR requirements.

All interactions with advice and guidance clients are based on mutual respect trust and experience within the sector.

We will interact with clients using a range of Media and one to one meetings. We aim to assist clients to decide on a course of action based on educational and operational advice and guidance for childcare settings. We will limit advice and guidance to sector specific knowledge. We operate a consistent CPD practice to maintain currency of information.

We may offer to:

- Consult with other services
- Enable advice and guidance clients to access referral opportunities
- Operate within networks
- Provide and maintain information materials for use in the service
- Promote Careers Education Guidance (CEG)
- Facilitate learning in groups
- Ensure your own actions reduce risks to health and safety

All our workforce undergoes criminal record checks and are qualified in their field & health and safety. All activity supports Covid considerations where required.