



Policy 29

# POLICY ON INFORMATION, ADVICE AND GUIDANCE POLICY



## **M.E.A.T (Ipswich) Limited**

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Status & review cycle: Annual  
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The purpose of our Information, Advice and Guidance Service is to support enquirers considering learning with MEAT and to support learners in achieving their aspirations, including their learning and career goals through training with MEAT. In the delivery of Information, Advice and Guidance (IAG), we support enquirers and learners in making decisions about their learning and career planning based on their individual needs, circumstances and interests. We place an emphasis on opportunities for independent self-assessment and decision making by providing information and advice that is easy to access, clear, relevant and up to date. Our service is delivered in accordance with the principles of the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)) and the company's Data Protection Policy.



We contribute to the company's commitment to "deliver an outstanding learner experience".

Our Service aims to deliver IAG to enquirers and learners who are registered on, or considering registering for, a qualification or course with MEAT. Our objectives are to:

- Empower enquirers and learners to achieve their learning and career goals and to develop independence in their decision making;
- Ensure that the delivery of IAG is responsive to changes and developments both internally and externally, including changes to our learner markets;
- Support the improvement of learners' completion and progression rates;
- Work proactively and collaboratively internally to enhance the effective delivery of IAG;
- Identify and work in partnership with external organisations to inform and enhance our service to our learners.

We will achieve these objectives by:

- Raising awareness of the service so that enquirers and learners know what they can expect and how to access it;
- Regularly reviewing an annual development plan to ensure our matrix standards;
- Providing timely and targeted IAG to learners at key points along their journey that recognises and is responsive to diverse and distinct need;
- Ensuring our information and advice is personalised, accessible, accurate, up to date and applies innovative technology where appropriate;
- Providing opportunities for learners to access advice and guidance in a variety of ways including online discussion forums, email and telephone;
- Ensuring members of staff have the training, skills and knowledge appropriate to their roles
- encouraging and acting on learner and staff feedback;
- Identifying key internal and external stakeholders and agreeing processes by which we can work collaboratively.

Our staff work collaboratively to deliver IAG to enquirers and learners in line with service standards. A yearly IAG development plan outlines how the IAG policy is translated into services and actual practice.

We aim to provide IAG which respects the needs of the individual enquirer or learner and is in their best interests. We deliver a service that is targeted to the specific needs of enquirers and learners at different stages of their learner journey.

We are committed to developing the IAG service through continuous quality improvement and to ensure the expertise of staff using appropriate frameworks.



Signed:

**JANE DALE**

Managing Director.

Reviewed: April 2026

To be Reviewed: April 2027