



## Information, Advice and Guidance (IAG) Positioning Statement

### Introduction

Ixion is a provider of training and support and aims to 'Transform people's lives through Skills, Employment, Enterprise and Innovation for Growth' enabling them to develop their confidence, knowledge and skills, to make informed choices and equip them for work. Ixion has at its centre the value and importance of good quality Information, Advice and Guidance.

The services delivered and managed by Ixion are delivered in accordance with the principles of the **matrix** quality standard, we have been accredited since November 2011, and require that all partners and suppliers also hold the **matrix** quality standard or be working towards it.

The Ixion guidance on enrolment and engagement sets out the approach to providing access to information, advice and support to all applicants, which is responsive to their individual needs.

Within our Justice division IAG is delivered to move the customer towards social inclusion through the provision of education, training and employment. Within Skills each new learner is given Ixion's Learner Handbook and we provide IAG to enable learners to make informed choices about and access to education, apprenticeships and careers. Employment and Enterprise provides IAG to enable customers to make informed choices about training, employment and business start-up.

Ixion provides up to date information in marketing materials, on our website and in course or project information sheets. Information is made available in alternative formats when requested.

### Commitment

In line with our company values and principles we invest substantially in providing IAG which needs to be available to customers at a time which is appropriate to their needs and in a format and style which allows them to make timely decisions about their situation and needs. IAG should **Inspire** our customers to be **Forward Thinking** and strive for a **Successful Outcome**.

## Links with Other policies

This Positioning Statement is one of the key policies to ensuring good service delivery in Ixion, it links to:

- Code of Conduct
- Quality and Assurance Strategy
- Equality and Diversity
- Teaching and Learning policy
- Customer Feedback Policy
- Data Protection Policy
- IAG policy
- Supply Chain Management Framework

## Monitor and Review

This Positioning Statement will be reviewed annually to ensure it continues to meet our needs and those of our customers, staff and partners. The effectiveness of IAG will be monitored through a range of quality monitoring mechanisms such as:

- Observations
- Customer Feedback
- Monitoring progression routes and rates
- Performance data
- Documented information in reviews and visits
- Re-accreditation to the **matrix** quality standard