



Partners  
IN TRAINING   
**2022**  
**POLICY**

  
Education & Skills  
Funding Agency

Contents

Policy Context..... 2

Policies and Legislation..... 3

Legislation ..... 3

PITNW Policies..... 3

Behavioural Competencies..... 4

## Policy Context

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At PITNW we recognise that IAG is an important and essential part of working with Clients and employers and we strive to ensure that we are giving impartial advice and guidance to all who use the service, from their initial contact with us, to ongoing IAG throughout their journey with the company.

We will ensure that this is monitored throughout the learning journey and recorded on monthly and quarterly reviews. IAG should be;

**IMPARTIAL:** We will not just look at learning programmes delivered by PITNW. We will help Learners look at what other providers are offering if this best suit their needs. They will be told how to find out more – perhaps given a phone number or website address.

**CONFIDENTIAL:** Nothing from the discussion will be shared with anyone else without the Learner's knowledge or permission.

**FAIR:** Clients will be treated fairly and equally, in line with PITNW's Equality, Diversity and Inclusion Policy.

**TRANSPARENT:** Learners will be told what will happen. If, at any time, learners do not understand what is going on, they will be encouraged to ask their tutor to explain fully.

This will be measured against the following critical success measures:

**ENROLMENT** – 99% of Learners are enrolled on the correct course at the outset. This will be achieved through good IAG to both Learners directly, and their employers in advance of courses commencing.

**RETENTION** – At least 80% of Learners will complete their courses.

**SUCCESS/ACHIEVEMENT** – At minimum rate of 75% timely success rate for 2020/2021 and beyond.

**LEARNER SATISFACTION** – At least 95% of Learners to rate PITNW as excellent or very good for the quality of the Information, Advice, and Guidance that they have received. This will largely be evaluated through Learner Feedback forms.

**AVAILABILITY** – Ensure that information materials are comprehensive, accessible, and available in a range of formats.

**REVIEW** – Monitor the effectiveness and improve the quality of IAG via Customer feedback; staff feedback; employer feedback; funding partner feedback; analysis of Initial Learner Profiles; ILPs, career aspirations and Learner Progress Reviews; analysis of outcomes for learners; annual review, renewal & update of information materials.

If there are any areas for concern at any part of the review stage, we will deal with this in line with the company's complaints and concerns policy.

All information received is confidential, though on some occasions we may need to share this information with a third party, but we will always ask for permission before doing so.

If the learner is needing support for a partner's organisation, we will refer them to the relevant partner for support. This will be documented on the review form and stored confidentially within the learner's records, which will be stored in the office file.

The Tutor will deal with all information given to them and give the learner the support and guidance, they need to help.

At the end of the programme with PITNW the learner/employer will receive an exit IAG session, the Tutor will discuss with the learner/employer what they have done, who they have found the learning programme and what they think they have achieved throughout the qualification.

The Tutor will discuss future learning and outcomes for the learner/employer and what funding may be available for them to receive.

All this information will be documented and recorded on the learners file and stored confidentially within the office.

## Policies and Legislation

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The following policies are all relevant to customers and advisors will be expected to have a working knowledge of all of them:

### Legislation

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Data Protection Act (1998) GDPR update May 2018

Freedom of Information Act (2000)

Equalities Act (2010)

### PITNW Policies

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- Safeguarding Policy
- Health and Safety Policy
- Equality, Diversity & Inclusion Policy
- Concerns and Complaints Policy

**MISSION** - To be the first choice for learners and employers by constantly supporting them to surpass their needs, expectations, and aspirations.

**VISION** - To be the chosen provider for learning and for employers across the region, to inspire learning and development with highly motivated staff and quality being at the forefront of all delivery.

**VALUES** –

- T** - Treat all learners, staff, employers equally
- R** - Raise expectations
- A** - All learners and Employers are fully supported
- I** - Inspirational
- N** - No 1 for learners and employers
- I** - Innovative
- N** - Nurture
- G** - Guidance

## Behavioural Competencies

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We have developed a set of core behavioural competencies based on our values. These are applicable to all staff and are fundamental to the way in which we work at PITNW:

- Managing relationships
- Communication
- Meeting customers' needs
- Quality Conscious
- Integrity
- Developing people
- Involving people

Policy Verified by: Mark Partington

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