

Information, Advice and Guidance (IAG) Policy 2025 -2026

Envisage provides sector leading Exercise and Fitness professional training and CPD opportunities. Central to our high quality delivery is ensuring that we provide high quality accurate and impartial Information, Advice and Guidance (IAG) services to customers and prospective clients at the point of enquiry pertaining to our Exercise and Fitness professional qualifications and CPD training programmes. This IAG service continues throughout their training journey with Envisage.

By ensuring our customers have the information they require to make the correct training choice for their needs, it enhances their training experience, attain qualification success and provides them with opportunities to begin or advance their career or business in the Exercise and Fitness sector.

We will deliver high quality IAG to our customers by:

1. Developing the customer's awareness and understanding of the range of Exercise and Fitness opportunities for professional upskilling, work and career development relevant to their needs and ambitions.
2. Ensuring that our services and resources are relevant and that IAG is impartial, confidential, and follow to the Career Development Institute codes of good practice and professional standard.
3. Providing information, advice and guidance through our teaching and support staff who have IAG qualifications and/or significant experience of teaching and supporting customers undertaking post-16 education and training programmes.
4. That all tutors and delivery staff are experienced practitioners who have recent sector employment knowledge to enable accurate and impartial IAG support to support customers and signpost them to alternative agencies or providers if required.

All customers and prospective clients will receive:

- Clear, impartial and individual career information advice and guidance pre-start, during and on completion of their programme or qualification.
- Information of Envisage's complaints process.
- Where required for a qualification an initial assessment to ascertain current levels of English and/or maths to support qualification achievement.
- An Individual Learning Plan to support the customer's training journey that maps to their vocational, career needs and/or ambitions.
- Where employees are sponsored by employers, employee progress will be reported to the employers.
- Be supported by Envisage tutors with bespoke IAG relevant to the Exercise and Fitness sector as required.

- Information relating to health and safety, safeguarding, British Values and sectoral issues as required; to assist customers well-being awareness.
- Progression information relating to other sector training developments and Envisage training courses that will enhance customer Exercise and Fitness CPD, business and career prospects.
- Opportunities to provide customer feedback on the training content and quality of the training delivery.

Managing IAG Quality Assurance:

- Envisage will continue to further develop the quality of IAG we provide to customers by seeking external verification of our IAG to customers through the matrix Standard.
- Enable customers to access high quality and accessible IAG support resources in a range of different formats.
- Regularly evaluate our IAG support pre and post training points using customer surveys and feedback of our delivery and courses.
- Undertaking tutor and support staff observations of IAG at customer course induction, on-programme and post-course review.
- Ensuring that delivery staff maintain sector relevant CPD to provide customers with effective sector knowledge and understanding of sector professional developments.
- Updating Envisage tutors and staff on IAG resources, customer feedback and curriculum developments, new curriculum developments and Envisages; SAR and QIP.

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