



EDLounge Initial Advice and Guidance (IAG) Policy

Overview

EDLounge Ltd will provide relevant information to our candidates to enable them to make an informed decision. We are contactable via email 24 hours a day, if you need to speak to one of our advisers our office hours are 9am-5pm Monday – Friday where a qualified IAG member of staff will always be available.

Where EDLounge Ltd is unable to provide you with the necessary information, we will provide you with the advice and guidance as to who will be able to offer such information.

We will signpost you to providers that specialise in the particular field of expertise that you seek assistance.

All efforts shall be made to ensure that any referral agencies hold the relevant qualifications in the field of expertise that you require.

All members of our team shall have the necessary experience and the relevant qualifications to support your needs. Where required, fellow members of EDLounge LTD will assist, ensuring that you have the information, advice and guidance that you need.

We will establish links with other providers to ensure that you are provided with up to date information.

Your information will not be passed onto other providers unless your express permission is given.

We believe that you remain our client at all times and will provide support during your work with the specialist, ensuring that you are provided with the necessary information and advice.

Strategic Objectives:

To ensure all staff, partners, associates, customers and stakeholders are consistently provided with relevant up-to date and impartial information, advice and guidance to make informed decisions regarding personal, business and employment options and opportunities open to them.

The organisation uses information advice and guidance to support staff as an integral part of improving internal communications and continuous personal development.

Staff are provided with regular updates on strategic developments across the organisation through staff meetings, one to ones, Appraisals and EDLounge Group newsletters.

To capture soft outcomes relating to learner and staff achievements, success stories and testimonials, with these used to provide added value to promote future growth across EDLounge Ltd.

Version No	Purpose / Change	Lead	Inception/ Review Date	Next Review Date
1	Document Inception	Cara Radford EDLounge Manager	April 2018	April 2019
2	Document review update	Mick Farrar Quality Manager	April 2019	April 2020
3	Document review update	Mick Farrar Quality Manager	April 2020	April 2021