

Enterprise4All (North West) Limited

Information, Advice and Guidance Service Statement

URN: 2748172 | Version 1.0 June 2026

About This Statement

This statement sets out the Information, Advice and Guidance (IAG) service available to all learners on Enterprise4All programmes. It tells you what support you can expect, how to access it, and what we will do if your needs require specialist help beyond our service. Our full IAG Policy (version 1.1, April 2026) is available at enterprise4all.co.uk/policies-statutory-information

What We Offer

Enterprise4All provides impartial, personalised Information, Advice and Guidance to every learner enrolled on our DfE-funded Skills Bootcamp programmes. Our IAG service is designed to help you make informed decisions, progress in your career, and access the wider support you need throughout your learning journey.

Our service covers three levels of support:

- Information -- factual, objective information about our programmes, entry requirements, funding eligibility, labour market opportunities, and progression routes
- Advice -- structured conversations with a trained member of staff to help you understand your options and make the best decision for your circumstances
- Guidance -- in-depth, personalised support to help you identify your goals, overcome barriers, and plan your next steps with confidence

Who Can Access Our IAG Service

Our IAG service is open to:

- All prospective learners considering a Skills Bootcamp with Enterprise4All
- All enrolled learners throughout the duration of their programme
- All completers and graduates during the 12 weeks following programme completion

There is no referral needed. You can access IAG by speaking directly to your trainer, contacting us via WhatsApp, or emailing us at any time.

When You Can Expect IAG Support

We deliver IAG at every stage of your journey with us:

Stage	What This Includes
Before You Start	Programme information sessions; eligibility and funding guidance; initial assessment; honest conversation about whether the programme is right for you
During Your Programme	One-to-one progress reviews; personalised learning support; Learner Action Plans for learners with SEND or additional needs; WhatsApp community support; early intervention if you are at risk of falling behind
As You Complete and Progress	Destination planning; employer introductions; guidance on next qualifications and progression routes; access to The Forge alumni community; post-completion follow-up at 4, 8 and 12 weeks

Our Commitment to You

Our IAG service is:

- Impartial -- we give you honest information based on your best interests, not targets or commercial pressure
- Confidential -- your conversations with us are private, unless there is a safeguarding concern that requires us to act
- Accessible -- available online, via WhatsApp, by telephone and by email; we adapt how we work to meet your individual needs
- Personalised -- your circumstances, goals and starting point shape the support we give you
- Current -- based on up-to-date labour market data and progression information

Support for Learners with SEND or Additional Needs

Every learner who identifies a disability, learning difficulty or additional need will be offered a Learner Action Plan (LAP). Your LAP sets out the adjustments and additional support we will put in place for you. You do not need a formal diagnosis to receive support -- if something is getting in the way of your learning, please tell us.

All learners are encouraged to share any support needs at enrolment or at any point during their programme. We will not share this information without your consent except where required for safeguarding purposes.

Referral and Signposting

If your needs go beyond what our in-house service can provide, we will refer or signpost you to the right specialist support. All referrals are made with your knowledge and consent, except where safeguarding duties apply.

Category	Services and Providers
Mental Health and Wellbeing	NHS Talking Therapies; Mind; Lancashire NHS Foundation Trust; learner's own GP
Financial Guidance	Citizens Advice Bureau; MoneyHelper; DWP / Jobcentre Plus; local authority welfare teams
Employment and Careers	National Careers Service; Jobcentre Plus; Local Growth Hub; Lincolnshire employer network
Further Learning and Progression	The Forge (Enterprise4All alumni community); local FE and HE institutions; apprenticeship providers
Safeguarding and PREVENT	Lancashire Safeguarding Adults Board; Lancashire PREVENT Partnership; CHANNEL referral; emergency services
SEND and Additional Needs	Local authority SEND advisory services; Disability Employment Advisers (DWP Access to Work); specialist learning support

How to Access the Service

You can access our IAG service in the following ways:

- Speak directly to your trainer during or after a session
- Message your cohort WhatsApp group at any time
- Email us at info@enterprise4all.co.uk
- Visit our website at enterprise4all.co.uk
- Contact our DSL (Designated Safeguarding Lead) at louise@enterprise4all.co.uk
- or DDSL (Deputy Designated Safeguarding Lead) on irfana@enterprise4all.co.uk
-

If you are not yet a learner and would like to find out more about our programmes, please contact us using any of the above and we will arrange a no-obligation information conversation.

Quality and Continuous Improvement

Our IAG service is quality-assured in the following ways:

- Regular observation and review of IAG delivery by the QA Lead
- Learner feedback collected throughout and at the end of every programme
- Annual self-assessment and Quality Improvement Plan reviewed by the Board
- External validation through Ofsted inspection (Expected Standard, November 2025) and Matrix Standard accreditation

We welcome your feedback on our IAG service. If you feel we have not met the commitments in this statement, please contact Louise Jolly, QA Lead, at louise.jolly@enterprise4all.co.uk

Enterprise4All (North West) Limited
URN: 2748172
enterprise4all.co.uk

Document Lead: Louise Jolly, QA Lead
Version 1.0 | June 2026
Review: June 2027