

Our Commitment to Information, Advice and Guidance (IAG)

At EMD we are committed to providing high-quality, impartial Information, Advice and Guidance (IAG) to all learners throughout every stage of their journey, from first enquiry to post-course progression and beyond. Our IAG offer is designed to support learners in making informed decisions about their education, training and career pathways, while reflecting the flexibility and independence that online learning offers.

What We Offer

Before Enrolment

- Pre enrolment advice and guidance about the right qualification for you
- Signposting to alternative provision if appropriate
- Transparent information on progression pathways
- Regular IAG email updates with: Career tips, sector-specific updates etc.

At the Enrolment Checkpoint

- Eligibility checks to make sure you have chosen the right qualification
- Support with understanding the relevance of qualifications to your personal and professional goals
- Clear information about entry requirements, funding advice and expectations
- Help planning your study time and a realistic completion date

At the Induction Checkpoint

- Individualised SMART target setting
- A support questionnaire to identify any additional needs you may have
- Information on your roles and responsibilities as a learner and our commitment to you, your safety and wellbeing
- Details on how to access tutor support and online learning resources

During the Course

- Flexible, learner-led study with structured Review Checkpoints
- Opportunities to revisit and revise SMART targets
- Optional one to one tutor support via email, phone or Zoom

- Access to a growing library of FREE online Knowledge Shot courses covering topics to enable your personal and professional development

After Completion

- Advice on next steps, including progression into further learning and employment
- Signposting to additional training, employment opportunities and professional development routes
- Continued access to Knowledge Shots for at least 24 months
- Regular check ins and access to continued support



Who Can Access Our IAG

- Prospective learners considering a course
- Enrolled learners
- Past learners
- Employers or partners working with learners
- Staff



How It's Delivered

- Independent, flexible learning through our online platform
- Review Checkpoints to reflect on and set SMART targets and identify additional support needed
- Knowledge Shots and downloadable resources
- One to one tutor support (optional)
- Email communications and newsletters
- One-to-one guidance, when needed, via Zoom, phone or email



Measuring Impact and Continuous Improvement

We monitor the effectiveness of our IAG through:

- Learner feedback
- Goal tracking and engagement with resources
- Completion and progression rates
- Destination/impact tracking data
- Internal quality reviews and regular staff CPD

- Updates to content and communications based on learner needs and sector developments

Want to Know More or Ask for Support?

If you have a question about your course, next steps, or need support at any time, you can:

- **Contact your tutor or any member of the EMD team**

We're here to help you make confident, informed choices — at every step of your journey.