



Apprentice Recruitment & Selection

IAG Policy

This policy is dated 11th March 2019. It will be kept up to date as our business changes and in line with external requirements. It will be reviewed and updated as necessary, a minimum of once per year.

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INTRODUCTION

Scope

This policy applies to all Candidates and Employers that engage with the Apprentice Recruitment & Selection Service delivered by Callex UK.

Definitions

1. 'Information advice and guidance' denotes a range of guidance activities and processes that can support choices made by Candidates and Employers, the key elements of which are defined as follows:
 - a. Information within the context of the IAG service means the provision of information on learning, employment and funding options through:
 - printed material such as leaflets and brochures;
 - audio-visual materials such as videos;
 - via the respective programme websites and recruitment platforms; and
 - verbal information delivered via phone interview, at face-to-face interview or at recruitment events
 - b. Advice requires more interaction, usually on a one to one basis. It may require explanation of some of the information provided, how to access and use information, and a recognition of when more in-depth services may be required by the learner.
 - c. Guidance is an in-depth interview, meeting or other activity conducted by a trained recruitment adviser which helps clients to explore a range of options, to relate information to their own needs and circumstances to make decisions about their career (i.e. their progression in learning and work).
2. 'Customer' refers to all parties that receive a service from the Callex Apprenticeship Recruitment & Selection Team including Candidates and Employers.

1.0 POLICY STATEMENT

It is the policy of Calex UK to ensure that all learners and prospective learners have access to high quality impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions about their prospective employment and enrolment onto Calex run apprenticeship programmes.

The support and guidance we will offer to **Candidates** and learners will assist in ensuring their achievement, retention and enable them to pursue their chosen career pathway.

We will work proactively with Employers, Sub-Contractors, Parents/Carers and other External Agencies to guide our **Learners** and promote an ethos of Lifelong Learning within our own organisation and those we work with.

We will ensure that **Employers** are supported to identify and employ the very best talent available to them and engage positively with the recruitment and selection process.

It is Calex's policy to deliver our service in accordance with the nationally recognised matrix quality standard (www.matrixstandard.com). In addition we adhere to our own Guiding Principles:

1. **Purpose:** To empower people and our customers to achieve more
2. **Vision:** Deliver inspirational, technology rich, fully integrated and personalised learning programmes that deliver beyond expectation
3. **Our Recruitment & Selection Principles:**

Our commitment to Apprentice Candidates is to:

- place them on suitable programme that they are capable of completing, that align with their career goals;
- ensure that they understand the role that they are applying for, the recruitment process and they feel prepared for this process;
- ensure that they understand the outcome if they are unsuccessful in the recruitment process;
- make our candidates aware of the IAG services that we provide;
- promote a fair, equal and inclusive programme and Recruitment & Selection process;
- provide impartial, responsive, friendly and enabling information, advice and guidance service

Our commitment to Employers is to

- ensure that they are able to identify and employ the strongest and most suitable candidates;
- understand their role in the recruitment and training process;
- provide impartial, responsive, friendly and enabling information, advice and guidance service

We are also committed to providing a confidential service to our customers.

Calex will handle information in compliance with the most up to date General Data Protection Rules and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared only within the organisation and with the employer to which a candidate has applied. For more information please refer to the Calex GDPR Policy which can be found at www.calexuk.com

2.0 IAG – ROLES & RESPONSIBILITIES

a. Managing Director

Has overall and final responsibility for IAG in the company. In particular the Managing Director assumes responsibility for:

- Keeping under review the Calex IAG Policy
- Allocating resources for IAG services
- Maintaining the organisation for the successful implementation and monitoring of the Calex IAG Policy
- Development and review of organisation strategy and guiding principles

b. Marketing & Recruitment Manager

- Monitor the IAG service and measure qualitative and quantitative outputs
- Understand and stay informed about market trends
- Ensure that staff are adequately inducted and trained in IAG
- Contribute to the development of processes and policy
- Produce and review resources to support delivery of service

c. Quality Manager

- Agrees IAG improvement plans
- Informs and advises process via MD and Marketing & Recruitment Manager
- Quality Assures all IAG procedures and documents
- Develops better processes
- Shapes policy

d. Recruitment & Selection Delivery Staff

- Deliver the service
- Take part in appropriate CPD
- Help develop better processes
- Help shape policy

3.0 ARRANGEMENTS

a. Statement of Service

Callex will display its Statement of Service online and will provide a web link in all email correspondence with its Customers. It will be reviewed annually in line with our IAG Policy and will provide the following details:

- a. Information on the service we can provide
- b. How to contact us
- c. Access to our service
- d. Improving our service
- e. Codes of practice

Callex will display its IAG Policy Statement online at www.calexuk.com

4.0 MANAGEMENT OF IAG

a. Currency

All information and resources whether paper based or electronic will be checked regularly to ensure that they are up to date. Regular contact with partners will further ensure that information is updated.

b. Equality & Diversity

Calex will ensure that all resources will be checked regularly and that they comply with our Inclusion, Equality & Diversity Policy.

c. Evaluation

Calex will:

- a. Endeavour to collect written feedback about the service
- b. Use the information received in feedback to improve the services

d. Compliments, Concerns, Suggestions and Complaints

Calex will:

- a. Treat complaints and compliments about our service in a serious and respectful way.
- b. Comply with the Complaints Procedure.
- c. Discuss the nature of complaints and compliments at regular quality meetings.
- d. Use complaints and other feedback to inform the annual Self Assessment Report.
- e. Refer any unresolved complaints to the MD.

e. Referrals

Staff offering Information, Advice or Guidance services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate, and adhere to the principles and policies of equality of opportunity and confidentiality. Referral will occur when another provider offers information or services that better meet the learner's needs. Where it is believed that a learner would benefit from referral to another organisation the learner should be clearly informed of:

- a. The reason for the referral and the specific area of expertise of the agency to which they are being referred.
- b. The contact details of the agency to which they are referred. Learners can either contact organisations themselves or Calex will undertake this role on their behalf. If staff carry out the latter, an IAG Confidential Referral Form should be completed and kept at a central point.

f. Confidentiality

Calex UK Limited take data protection very seriously and understand the importance of protecting your privacy and Personal Information. You can view our Privacy Policy [here](#).

5.0 STAFF TRAINING

All staff will receive IAG training and CPD as follows:

	All Staff	Marketing & Recruitment Manager	Recruitment & Selection Delivery
IAG Level 2		✓	✓
Equality & Diversity Level 2		✓	✓
Safeguarding Certificate	✓	✓	✓
Prevent Certificate	✓	✓	✓

6.0 STATEMENT OF SERVICE

This Statement of Service summarises the Recruitment & Selection service delivered by Calex UK to its customers.

a. Information on the service we can provide

Calex provide a Recruitment & Selection Service in its capacity as an Apprenticeship Training Provider for a number of large automotive manufacturers. We may operate under the banner of their respective apprenticeship programmes as appropriate to the service.

In this capacity, Calex provide a service to two parties; Apprenticeship Candidates and Apprentice Employers.

The services that we provide are guided by the following Recruitment & Selection Principles:

Our commitment to Apprentice Candidates is to:

- place them on suitable programme that they are capable of completing, that align with their career goals;
- ensure that they understand the role that they are applying for, the recruitment process and they feel prepared for this process;
- ensure that they understand the outcome if they are unsuccessful in the recruitment process;
- make our candidates aware of the IAG services that we provide;
- promote a fair, equal and inclusive programme and Recruitment & Selection process;
- provide impartial, responsive, friendly and enabling information, advice and guidance service

Our commitment to Employers is to

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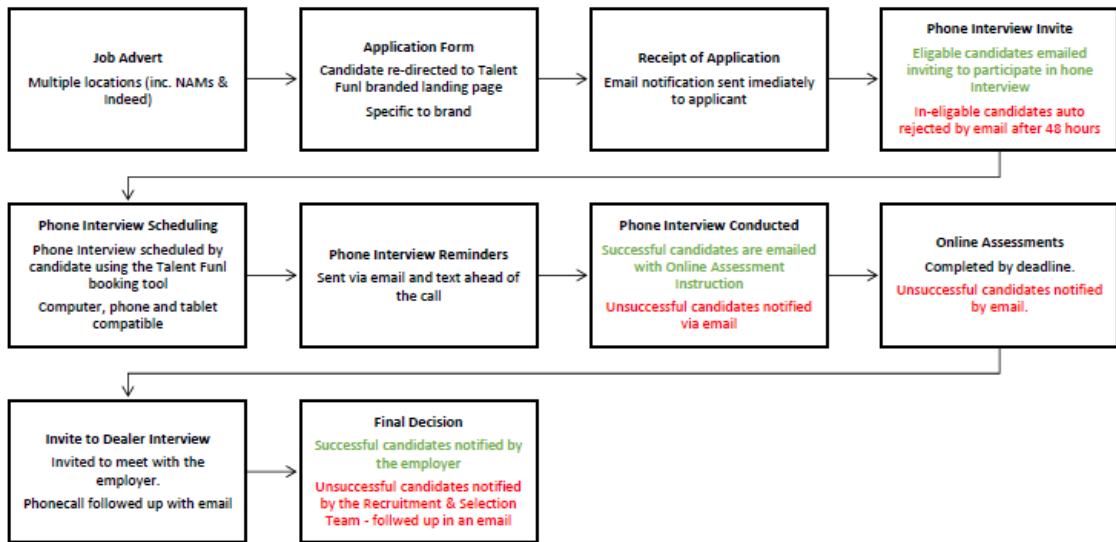
We achieve this by following a defined and standardised Recruitment & Selection Process that is well resourced with appropriate Information, Advice and Guidance at each stage.

b. The Recruitment & Selection Process: Candidates

The process has been summarised in the flow chart below. It has been developed with the candidate and our Guiding Principles in mind. Our aim is to support candidates as much as possible at every step of the process. Feedback is given and available at every stage.

To achieve this a number of resources are utilised and a list can be found beneath.

For more information about the process please contact the Recruitment & Selection Team.



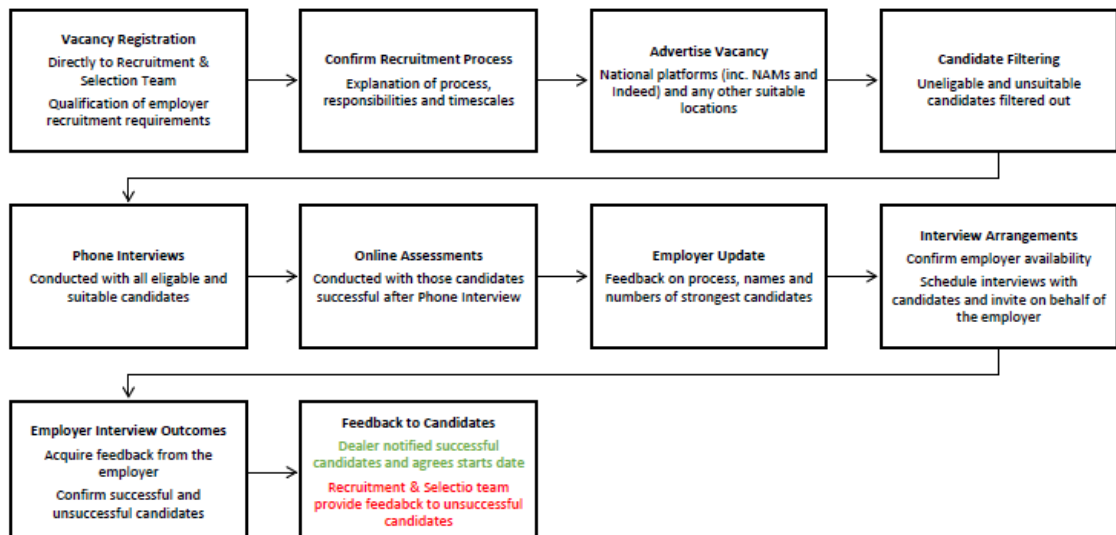
1	Detailed Job Description	6	Employer Interview Advice & Guidance
2	Online Application Form	7	Employer Interview Scheduling & Preparation Email
3	Instructive Email Templates	8	Unsuccessful Application Support & Signposting Emails
4	Phone Interview Advice & Guidance	9	Phone Support Line
5	FAQ Document	10	Programme Brochure

c. The Recruitment & Selection Process: Employers

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1	Vacancy Registration Form	4	Interview Templates
2	Programme Brochure	5	Phone Support Line
3	Recruitment the Best Talent Guide	6	Funding Rule Guidance

d. How to contact us

To contact the team please use the information below:

Phone: 01235 538 611

Email: davidterry@calexuk.com

e. Access to our service

We welcome applications from everyone irrespective of gender and ethnic group and appointment will be based on merit alone. Being committed to equal opportunities, if you have a disability please state this during the application process. Measures will be put in place to support you through your application and apprenticeship journey.

If you have any questions about this please contact the team.

f. Improving our service

We will regularly consult customers to find out how satisfied they are with the level of service we provide and how we can improve.

If we do something well, please tell us. We welcome comments and suggestions you may have about our service. You can either contact us directly, or if you are a candidate involved in the process, you will be able to complete a feedback survey once your application has concluded. This will be sent to you directly via email.

If we are doing something wrong, please tell us. This will give us a chance to put things right. If you want to make a complaint about something we have done, or failed to do, please let us know straight away.