



DPN IAG AND PROGRESSION POLICY

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Last Reviewed	January 2026
Reviewer	Janus Howard
Next Review Date	January 2027

DPN IAG AND PROGRESSION POLICY

1. OVERVIEW

DPN recognizes the importance of clear Information, Advice and Guidance (IAG) to support learners when making decisions about their education and future careers, to raise their achievements and aspirations.

DPN is a Matrix accredited organisation and we will ensure that the Matrix IAG quality mark is maintained by our continuation of accessible and high quality IAG services.

DPN also recognizes the importance of providing clear progression advice and collecting information on the progression routes of our previous learners.

This policy links and supports the ESFA and Ofsted requirements for IAG delivery within training.

2. UNDERPINNING VALUES

- Impartiality
- Confidentiality
- Ownership by the learner
- Promotion of equal opportunity
- Transparency
- Accessibility

IAG will be available to learners at a time appropriate to their needs. Clear information on how to access information, advice and guidance will be provided

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to all learners. Learners will be advised of this entitlement through induction, resources and during review meetings.

3. LEARNER ENTITLEMENT

Learners at DPN will receive:

- up to date information on all of its course programmes and support services
- information on entry requirements, qualifications, accreditations, workloads and modes of study
- clear and impartial advice and information about all the options available, so the learner understands what is involved
- support during their learning and training with careers advice and guidance, enabling them to make choices and complete a career plan for the future
- support to progress in learning and at work by developing their ability to learn, developing transferable skills and gaining new qualifications
- regular personal support and feedback on how they are doing
- help to decide what to do when they leave DPN, including further learning, training or employment
- advice on routes available if they withdraw from a programme (including any learner whose employment is terminated)
- signpost or refer, where relevant, to other appropriate agencies and service providers

4. DELIVERY OF ENTITLEMENT

All learners undergo initial IAG as part of the onboarding process. This identifies if the training they have applied for will best suit their needs. Prospective

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learners will be signposted to more appropriate provision/agencies if appropriate.

Tutors offer informal advice during contact with learner, whether in training sessions or progress review meetings. Tutors understand the varied needs of their learners and is often the first point of contact. Tutors should clarify learners' options and signpost to relevant information or agencies, ensuring impartiality. DPN recognizes that tutors will have limitations of their professional skills and knowledge and may therefore need to refer to other DPN staff or to other specialist support services.

5. CONFIDENTIALITY

All discussions with an individual will be regarded as confidential. DPN will handle information in compliance with the Data Protection Act, General Data Protection Regulations 2018 and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared within the organization only.

Limitations on confidentiality will arise if a learner discloses information that may be regarded as a safeguarding issue, where the learner or others may be at risk of significant physical, sexual, or emotional harm or neglect. Any limitations on confidentiality in such cases should be made clear to the learner at the earliest possible stage.

Should staff consider it useful to disclose information about the learner to a third party, staff must gain informed consent from the learner.

6. PROGRESSION

Learner destination data will be collected on completion of a course (achievement or withdrawal), at 6 months after completion and again at 12 months.

This information will be used to inform the impact of the course on the learner's progression choices.

7. QUALITY ASSURANCE

The delivery of IAG and progression outcomes will be subject to internal quality assurance processes as well as compliance with Matrix standards. This will include observation of IAG and collation of learner feedback. Outcomes will inform the DPN SAR and QIP.

8. ANNEX A - PROGRESSION ROUTES

Standard	Possible Progression Routes - job roles	Possible qualification progression routes
Level 3 Digital Marketer	Digital Marketing Executive Analytics Executive Content Coordinator SEO Executive Social Media Executive Digital Marketing Assistant Digital Marketing Technologist Email Marketing Assistant Campaign Executive Digital Marketing Coordinator	L4 Marketing Executive apprenticeship L4 CIM qualifications.
Level 4 Marketing Executive	Marketing Executive, Marketing Officer, Marketing and Communications Officer, Marketing Specialist, Communications Executive, Communications Specialist	L5 CIM qualifications Degree level apprenticeships Degree

9. ANNEX B - SIGNPOSTING

National Careers Service - nationalcareers.service.gov.uk

Apprenticeships - apprenticeships.gov.uk