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### **1) Purpose**

The Organisation recognises the essential part played by effective Information Advice and Guidance (IAG) in supporting learners in making informed choices about their lifestyle, education and future career prospects in order to raise their aspirations and subsequent educational achievements.

Information Advice and Guidance plays a crucial part in ensuring that the organisation core values and strategic plan are met and successfully achieved.

### **2) Aim**

The aim of our Information Advice and Guidance policy is to improve the learning experience so that all learners, providers, employers' stakeholders and staff are supported in their chosen progression. The information advice and guidance will promote equality, diversity whilst by impartiality, where practicable the organisation will work in collaboration with its partners. Working in partnership will result in more opportunities being accessible, this will provide a more blended relevant progression route.

### **3) Organisation vision**

**Vision** – “To be the people development partner of choice providing opportunities for all”

**Mission** – “Provide organisations and individuals with the skills, development and recruitment opportunities to improve the local and national economy”

**Values** – “Honest” “Passionate” “Collaborative” “Accountable” “Professional”

We will ensure that all learners, providers, employers, stakeholders and staff are entitled to following

- Access to clear impartial advice and information about all the options available
- Support and guidance to help learners make choices and complete progression planning for the future,
- Get regular personal support and information on how well they are doing on the course
- Get help to decide what to do when programme of learning is completed, including further learning, training or appropriate and relevant employment opportunities
- Get access to a programme of career opportunities which help develop skills and knowledge to make choices and in some cases transition between learning and working environments
- The opportunity to be involved in making decisions about things that affect learning and career progression
- An opportunity to be involved in the setting out and agreeing an individual learning plan
- An opportunity to learn more about the world of work
- Readily available and relevant help at the appropriate time

### **4) What is the different between information, advice, and guidance?**

#### **Information**

Information is providing facts relating to learning, training or work opportunities. This maybe using a leaflet or through an external organisation such as the National Careers Service.

### **Advice**

Advice is a response to a need. Learners, providers, employers, stakeholders and staff may have enquiries. The enquiry maybe linked to information that they have received; however, they may need advice on interpreting the meaning of this information. In many situations you may need to move to the guidance stage and complete an in-depth interview, or refer back to the information first received.

### **Guidance**

Guidance is an in-depth interview which helps learners, providers, employers, stakeholders and staff to explore a range of options. Guidance is not direct recommendations. Comparing and contrasting activities can how validate the guidance process, as it is allowing others to make informed decisions based on their own needs or circumstances.

### **5) Responsible and Roles.**

It is the responsible of all staff to provide, information, advice and guidance within the remit of their role. This includes signposting to others not within the organisation and external bodies for specialist information if required. The responsible are as below;

#### *Tutor*

- Provide on programme support linked to progress and career development.
- Highlight workplace progression opportunities.
- Refer to external bodies if needed, colleges, universities, National Careers Service.

#### *Quality Team*

- Standardisation minutes.
- Self-assessment reports.
- Quality improvement plans.

#### *Leadership and management*

- Training needs analysis for Levy Companies.
- Business improvement plan
- To implementation of the national IAG standards

### **6) What IAG will be provided?**

#### Pre-enrolment

Employers and learners will receive detailed information, advice and guidance pre-enrolment. Sales teams will deliver this for the commercial and European social funding steam projects. It consists of a meeting and interview with all parties involved.

For Large Levy Companies information, advice, and guidance will be carried out by the Chief Executive of SP Training. Training needs analysis is completed, and the programmes are bespoke designed to meet the employer and leaner individual's training needs analysis.

Apprenticeship SME information, advice, and guidance is delivered by a member of the apprenticeship team, who can provide detail upon apprenticeship eligible and training needs required.

On programme

Trainers will embed IAG into sessions, drawing on progression opportunities and explaining where additional training would benefit the learners. This will be linked to the development of employability skills. As well as IAG being embedded into sessions, Apprentices have three monthly reviews. Whereby “on the training job training”, employability skills and additional training elements are reviewed with the learner and employer. This forms part of the training needs analysis for the next step.

Next steps

On completion of the apprenticeship programme learners have an exit review to finalise the destination and progression plan. The quality team will analyse this information for the apprenticeship provision and establish areas for improvements as required. On completion of a commercial or European social funded course IAG will be provided by the Training provider. The sales and the administration team will also be involved at this point, maybe to plan or book additional training to support further development.

### **7) Staff Training**

All staff will receive training linked to information, advice and guidance. New staff members will be given suitable training subject their job role within the company and individual training needs analysis.

### **8) Quality assurance**

The Quality team will ensure that IAG is provided and is embedded into all provision, this will be monitored through observations of induction, reviews and ongoing sessions as appropriate. The Quality team will analysis data including retention, success and achievement to monitor if there are any trends which are linked to IAG, the quality of training analysis this and any areas for improvement will be documented in the SAR and QIP. Sector specific information, advice and guidance will be collated in the sector SAR files with evidence to support.

The ILP's will be audited to ensure that documentation is compliant

### **9) Review and Monitoring**

This Policy will be monitored and reviewed on an annual basis (March 2023). This will allow the policy to be updated with feedback and evaluations will collate over the next 12 months for all parities involved. Ensuring that the policy remains fit for purpose.

This policy is approved and endorsed by the Senior Management Team and will be reviewed on an annual basis.