Policy for Information advice and Guidance (IAG)

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Policy Aims and Objectives

The purpose of this policy is to provide guidance to staff and stakeholders on the importance of good quality and embedded Information, Advice and Guidance in meeting our company core values and achievement of key performance indicators.

Aim

The aim of IAG is to ensure that all Learners have equal access to impartial information, advice and guidance and are sign-posted and then supported in their chosen progression opportunities.

IAG Objectives

- To signpost ETCS learners in a direction that is appropriate and beneficial to them and to their needs

- Empower our learners to achieve their learning goals and to develop independence in their choices and decisions
- Support the improvement of our learner's retention and success rates
- Ensure the delivery of IAG within ETCS Limited is responsive to changes including legislation and the local, regional, and national labour market.

Stakeholders

- Learners.
- Employers.
- Partners e.g. National Careers Service, Job Centre Plus, FE and Work-Based Learning Providers and Local Schools.
- Staff (including Associates).

What is IAG and why is it important?

IAG stands for Information, Advice and Guidance – a shorthand term for a range of vital services that help people to make important decisions about their future – decisions which will ultimately support greater economic and social mobility.

Responsibilities

It is the responsibility of all staff to provide Information, Advice and Guidance within the remit of their role. This includes signposting stakeholders to other providers and sources of information as appropriate, whilst adhering to the organisation's IAG principles.

It is the responsibility of the Head of Quality to oversee the implementation and evaluation of the IAG Policy and the related procedures (the Key Learner Processes).

It is the responsibility of Internal Quality Assurers to monitor the quality of the IAG delivery.

How is IAG delivered?

IAG is delivered across all departments and roles.

- E-communications.
- Printed material.
- Face-to-face.

What are the differences between Information, Advice & Guidance?

Information

Information on learning and work opportunities conveyed through printed matter, audio visual materials or computer software, or through information officers in careers or other helpline services such as the National Careers Service.

Advice

Providing an immediate response to the needs of clients, who present an enquiry or reveal a need that requires more than a straightforward information response. It is usually limited to helping with the interpretation of information and with meeting needs already clearly understood by the client and may include signposting to a guidance interview where a more in-depth response can be provided.

Guidance

An in-depth interview or other activity conducted by a trained advisor which helps clients to explore a range of options, to relate information to their own needs and circumstances and to make decisions about their career (i.e. their progression in learning and work).

Examples of IAG in practice

- Using local and national Labour Market Intelligence to inform IAG to learners
- Helping stakeholders link personal interests, skills and abilities to opportunities
- Helping stakeholders access technology to aid their progression
- Referral to specialist services to address barriers to progression
- Supporting stakeholders to make effective decisions to meet their needs
- Advice on financial support available to stakeholders
- Advice on job search and recruitment
- Interviewing stakeholders and agreeing targets and a course of action

When will IAG be provided?

For learners IAG will be provided throughout and formally at 3 stages:

- "Getting in" - at the recruitment stage i.e. initial assessment and induction
- "Getting on" - Progress Reviews or on an ongoing basis
- "Moving on" - end of programme

For other stakeholders IAG will be provided at appropriate stages e.g. training needs analysis for employers partnership network meetings.

Recording of IAG

Training Staff

- 'Getting In' - Initial IAG will be recorded on the clients individual learning plan (ILP).
- 'Getting On' - IAG will be recorded on the review documentation as appropriate.
- 'Moving On' - IAG will be recorded on the exit review or ILP as appropriate.

Quality Assurance

- The standard of IAG provided will be monitored through the IQA process.

- User evaluations (Leaner voice and impact analysis) will be analysed for feedback on the provision of IAG.

- The Internal Quality Assurers monitor the quality of recording of IAG on ILPs and review documentation.

Staff Training

Staff involved in the significant provision of IAG will complete Level 3 Certificate in Advice & Guidance or equivalent where relevant to their role.

All staff will be provided with opportunities for professional development to continually develop their skills, knowledge, and competence so that they effectively deliver IAG services. This may include sector skills updates, awarding body updates and interpreting Labour Market Information (LMI).

Review and monitoring

This policy will be monitored and reviewed on an annual basis, using client feedback and evaluations as well input from delivery staff. In addition, IAG will form part of regular standardisation meetings.

The policy will be reviewed by the Managing Director.