

INFORMATION ADVICE AND GUIDANCE POLICY

NORTH OF ENGLAND TRAINING aims to:

- Maximise a learner's chances of success by helping them make informed choices for their learning and at work to suit their needs
- Make learners, employers and enquirers aware of the scope of the Information, Advice and Guidance (IAG) and support available to them throughout our learning programmes.
- Understand and interpret client's requirements through detailed initial assessment, which seeks to establish individual goals and desired outcomes and achievements.
- Support clients in making the right choice of learning route through providing unbiased information, advice and guidance to enable individuals to make fully informed choices
- Assist learners to progress in learning and at work by developing their ability to learn, develop transferable skills and gain new qualifications
- Help learners to develop lifelong career management skills to assist them in making choices now and in the future
- Meet the needs of employers by conducting a Training Needs Analysis and providing information and advice related to business training needs
- Promote and support equality of opportunity by provision of services to meet the needs of all, regardless of ability, age, disability, gender, sexual orientation or ethnicity.
- Striving for excellence in our standards of operation by maintaining current quality marks and ensuring regular feedback from clients, partners and staff which forms part of regular quality improvement planning and assessment and carrying out an annual self -assessment process.
- Maintaining and developing partnerships and strategic alliances with other agencies and agreeing processes through which we can work.
- Supporting clients to overcome any barriers to accessing information as far as we are able and include interpreting and translation support, support to use ICT and Internet.
- Supporting clients to overcome any barriers posed by mental health, wellbeing or resilience through the employment of the Self Smart tool which has targeted interventions and enables us to identify where signposting is required.
- Provide a quality service that is delivered by competent and supportive staff who are committed to continuously improving their levels of skills and competence
- Continuously develop the service by keeping abreast of current guidelines and

legislation relating to IAG

- Conducting regular research into the available options for signposting learners including opportunities within the local area (both educational and employment), and other useful sources of guidance such as websites, gateways, the Local Enterprise Partnership and other sources of support within the community.
- Providing quality information on our publicity materials, website and through induction monitoring and exit processes
- Effectively utilising social media to communicate our service and to provide information about the range of options available to individuals who wish to further their careers.
- Assessing existing skills, knowledge, aptitude and experience against their stated targets
- Offering timely, targeted, impartial IAG to learners at key points in their journey
- By seeking feedback from learners, employers and staff and taking action where appropriate. Feedback is sought after the initial induction
- Ensuring our service is planned and resourced to meet the needs of clients by producing and regularly reviewing an annual development plan to ensure we continually improve our service.

In order to achieve this Policy, we will:

- Identify through interviewing the candidate and through the initial assessment phase the needs and inspirations of the learner, supported by informed choices to the most suitable course for them. If we feel that we cannot offer the best solution for the individual we will signpost to an appropriate alternative such as the local College, other alternative training provision, or Job Centre Plus. IAG will be recorded through informal discussion and held within the 8 weekly reviews.
- We will signpost learners to appropriate information by embedding of IAG in teaching and learning, on a one to one basis whilst the learner is studying on their chosen learning path.
- Analyse Training Needs Analysis completed with the employer to inform any potential for growth. Where there is sufficient demand, we will expand our portfolio of qualifications to meet the needs of the employer and potential learner opportunities.
- Ensure that our Senior Management and Safeguarding Officer update our Equality and Diversity Policy ensuring all staff promote equality and diversity within the workplace and within a classroom based setting.
- As an organisation we will monitor all current and prospective legislation and guidance to ensure compliance of all IAG given to all stakeholders.
- Continue to work with local stakeholders, to ensure that we are responding to the needs of the local community, informing the Strategic Plan.
- Ensure all Assessors and key members of staff undertake continuous improvement and development to identify barriers to the learners and offer support as required.

- Assess at the start/mid-point/end the existing skills, knowledge, aptitude against their targets through their learner journey.
- Senior Management will ensure within the Strategic Plan that resources are in place to meet the needs of learners, informing the annual development Plan to improve our service.
- We will measure the effectiveness of this policy by monitoring:
 - a) Learner Retention rates
 - b) Learner Achievement
 - c) Progression onto FE/Further Employment
 - d) Movement in earnings
 - e) Satisfaction levels concerning the effectiveness of the IAG at the start/mid-point/end of their learning journey measured through IAG questionnaires

Policy Date: 31/07/2020

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