

Educ8tions Ltd.



Learner Information, Advice or Guidance Policy  
(LIAoGP)  
Apr 2018 – Apr 2019



### Document Control

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**Change Authority:** The Board of Directors

### Change History

Version	Date	Reason for change	Change by
0.1	01 <sup>st</sup> August 2016	First draft	Vonley Joseph
0.2	02 <sup>nd</sup> August 2018	Updated	Vonley Joseph

### Change Mechanism

Any person seeking to alter this document must consult the author before making any change.

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### Scope of the Policy

This policy applies to all of the Training Provider's learners and its prospective learners including those on work based learning programmes.

### Management Responsibility

Board of Directors

### Definitions

'Information advice and guidance' denotes a range of impartial guidance activities and processes that can support choices made by learners, the key elements of which are defined as follows:

- Information: information is data and basic factual information conveyed through different media (either printed or via ICT) on course opportunities, occupation or support service;
- Advice: advice involves helping a learner to understand and interpret how information provided might relate to his/ her personal situation. Advice helps learners to understand their abilities and targets and may involve suggestions or options on how to go about a given course of action.
- Guidance: guidance aims to support learners to better understand their needs, to confront barriers and to make informed and appropriate choices
- Referral: guidance may involve advocacy on behalf of some learners and referral for specialist guidance and support. Referral happens in person-to-person advice or guidance when another member of staff, agency or provider offers services that more closely match the learner's needs;

### Training Provider's Commitments

The Training Provider believes that high quality and impartial IAG enables learners of all ages to make informed choices about their course and career options and thereby helps to maximise their participation and achievement in learning.

The Training Providers commitments in the delivery of IAG services are as follows:





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- the Training Provider will work towards the National IAG Board Principles for Coherent Delivery in IAG Services (see Appendix 1);
- The Training Provider will provide IAG services to learners at all stages in their programmes;
- At pre-enrolment stage all learners will receive impartial IAG covering the following broad areas:
  - their choice of learning programme,
  - the entry requirements for each learning aim within their programme
  - an assessment of the suitability of the learning programme,
  - the availability of financial and learning support,
  - the costs of the programme
- Once on programme all learners will be allocated a Personal Tutor. The tutorial entitlement is outlined in the Tutoring Policy (POL/001/000), which includes details of our commitments under 'Every Child Matters';
- The range of IAG services provided will reflect the diversity of the learners' needs;
- The Training Provider will provide a clear and accurate specification of the IAG services available for its learners including quality standards, opening hours and the basis/ criteria for referrals;
- The Training Provider will maintain a formal partnership agreement with Staffordshire Connexions Service to support the delivery of IAG. The partnership agreement will include details of joint working arrangements and will be reviewed twice yearly;
- Staff providing IAG will have the skills / knowledge/ experience to identify learners' needs and to signpost and/ or refer onwards as appropriate;
- In any referral to a third party either internally or externally learner confidentiality will be maintained in accordance with the Data Protection Act 1998.

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### IGAG Arrangements

The Training Provider's IAG arrangements are as follows:

#### Front of House (FOH) Team

This team of Training Provider staff (Reception, Student Services, Marketing and Enrolments) provide initial information and advice to help potential learners (and their parents where appropriate) to choose the course that suits their needs and to access any financial and learning support that may be available;

- Specialist team members provide IAG on careers, transport, welfare and finance (Educational Maintenance Awards, Learner Support Fund, Adult Learner Grant);
- The team will also refer potential learners for full-time and substantial part-time courses to Faculty specialist staff for an in-depth course guidance interview prior to any offer of a place:
  - FOH staff will also refer learners to the Additional Learning Support (ALS) team for detailed advice and guidance on support available for students;
  - FOH staff refer learners to Connexions

#### ALS Team

The ALS team provides specialist advice and guidance to help learners to access support with learning difficulties and disabilities;

#### Faculty Interviewing Staff

Faculty Interviewing Staff provide guidance to learners to help them chose the course that is right for them; interviewing staff will refer learners where appropriate to the ALS team or to an external provider/agency;

#### Personal Tutors

All learners have access to IAG from their Personal Tutors

#### Employer Engagement Staff

Designated staff, from Faculties and the Train to Gain Team, provide IAG directly to employers as part of the Training Provider's commitment to employer engagement.

#### Connexions Service (a partner organisation)

Personal Advisors from Connexions are based in Student Services. Although the Personal Advisors are managed by Connexions, for the work they undertake in Training Provider they report to the Marketing and Student Services Manager.





The Personal Advisors are included in relevant Training Provider staff development activities.

- All learners aged 16-19 (up to their 20th birthday) have access to IAG and Careers Guidance from the Connexions Service Personal Advisors based in Student Services.
- Personal advisers work closely with tutors to provide information and advice for: CVs, progression routes, HE talks and UCAS applications.
- Personal advisers provide support for learners with learning difficulties and disabilities (LLDD) up to 25+.
- Adult learners 20+ below a Level 2 qualification have access to Adult IAG services provided by Next Step. Learners above a Level 2 qualification are directed to Learn Direct 0800 100 900.

### *Other Partner Organisations*

Work based learning partners who provide specialist impartial IAG to prospective and on-programme work based learners. Partners include: Premiere People, Fylde Office Service Bureau and The Staff Agency.

### **Referral Arrangements**

Where necessary, with the learner's permission, he/ she may be referred to another provider or agency that can provide a service or course that more closely meets their needs. In these circumstances IAG staff will comply with the following requirements:

- For referrals within the Training Provider for Additional Learning Support, IAG staff will help the learner in completing the appropriate referral form and ensure that the learner is given the top copy of the form; For referrals to any external provider or agency the learner will be notified of any links between the Training Provider and the third party that may impair objectivity;
- The referral process will be fully explained to the learner to include the following:
  - details about any other organisation involved;
  - confirmation as to why referral is appropriate;
  - clarification on what is expected of the learner;
  - the setting of boundaries about the sharing of information with any other agency



### IAG Quality Standards

The Training Provider monitors the effectiveness of IAG provision against the following performance indicators:

- Referrals in Training Provider to ALS will normally be made within 5 working days
- Requests for information held by the Training Provider will be processed within 3 working days.
- The successful outcome of pre-entry advice and guidance will be recorded on a learning agreement signed by the learner and a Training Provider representative.

The impartiality of information, advice and guidance is assured in the following ways:

- Feedback from student course representatives, student Faculty Forums, cross-Training Provider Student Council, Focus Groups and the Student Governors;
- Analysis of results from Student interview and induction questionnaires
- Observation of guidance and tutorial sessions
- Cross-Training Provider standardised interview paperwork
- Guidance for interviewers provided by Student Services
- External assessment of IAG provided by Matrix
- The availability of Connexions Advisers in Student Services

### Staff Development

Initial training or update training for staff involved in delivering IAG will be included in the Training Provider's annual staff development programme.





## Appendix 1

### The National IAG Board Principles for Coherent Delivery in IAG Services

Accessible and Visible – IAG services that are recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services which most closely meet their needs and are open at times and in places which suit clients' needs;

Professional and Knowledgeable – IAG frontline staff will have the skills and knowledge to identify quickly and effectively the client's needs. They will have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision;

Effective Connections - links between IAG services should be clear from the client's perspective. Where necessary, clients are supported in their transition between services;

Availability, Quality and Delivery of IAG services – should be targeted at the needs of clients, and be informed by social and economic priorities at local, regional and national levels;

Diversity – in the range of IAG services will reflect the diversity of clients' needs;

Impartial – IAG services which support clients to make informed decisions about learning and work based on the client's needs and circumstances;

Responsive – to present and future needs of clients;

Friendly – and welcoming IAG services which encourage clients to engage successfully with the service;

Enabling – services which encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers;

Learning and Work – IAG services will support clients to explore the implications for both learning and work in their future career plans;

Awareness - young people and adults will be aware of the IAG services that are relevant to them, and have well informed expectations of those services.





### Appendix 2

Summary of IAG Arrangements at Educ8tions Ltd Training Provider

<b>Role / Function:</b>	<b>Skills:</b>	<b>Staff involved:</b>
Welcome customers to the Training Provider	Customer care	Front of House team
Provide information to learners	Information giving (signposting)	Reception, Enrolments
Help learners gain access to the Training Provider's IAG services	Information giving (signposting)	Reception, Enrolments, Student Services
Identify the requirements of customers	Advice and guidance	Reception, Enrolments, Student Services
Implement referral procedures (including referral to Connexions)	Advice and guidance	Enrolments Student Services, Interviewers ,ALS
Help learners to consider their options and choose a course	Advice and guidance	Enrolments (for designated courses) Interviewers Student Services, ALS
Help customers to apply for or enrol on a course	Advice and guidance	Enrolments, Student Services, Interviewers, ALS
Assist customers in developing and implementing an Individual Learning Plan	Advice and guidance	Student Services ALS, Interviewers, Tutors
Help customers gain access to other IAG services	Advice and guidance	Student Services ALS, interviewers, Tutors
Provide support to customers during their learning	Advice and guidance	Student Services, Additional Support, Tutors
Represent learners in dealing with other staff in the Training Provider or other services	Negotiation skills	ALS Student Services Personal Tutors