

## Information, Advice and Guidance Policy

### 2023/24

Author/Responsible Manager	Victoria Daniel
Original Issue Date	July 2018
Approved By and Date	Kraig Reeves- Brown, September 2023
Next Review Date	September 2024
Risk Assessment (Please note here any identified risks of non-compliance with the policy)	<ul style="list-style-type: none"><li>• Low retention</li><li>• Low achievement</li><li>• Low progression</li><li>• Learner dissatisfaction</li><li>• Poor reputation</li><li>• Complaints</li><li>• matrix accreditation removed.</li></ul>
Version Control	Version 3

September, 2023



Westmorland  
& Furness  
Council

Working for Cumberland Council and  
Westmorland & Furness Council

# Contents

<b>1. Introduction</b>	<b>3</b>
<b>2. Impartiality, Equality and Diversity</b>	<b>3</b>
<b>3. Description of our IAG service</b>	<b>4 - 5</b>
<b>3. Quality Assurance of Information Advice and Guidance</b>	<b>5</b>

## 1. Introduction

Working in partnership with organisations that can benefit our learners we will provide impartial Information and Advice (IAG) to referral agencies, potential and current learners as well as to organisations that can benefit our learners including employers.

### 1.2 Scope of the IAG service

Adult Learning Information, Advice and Guidance will apply to potential learners and learners who participate in our course programmes.

### 1.3. Aim

To provide impartial information through various forms of media to ensure all learners receive the appropriate information advice and guidance to aid them in making the right learning choices.

### 1.4. Objectives

- To enable potential and current learners to make well informed and realistic decisions about learning, needs.
- To aid career progression and/or social development
- To help potential and current learners to select appropriate progression pathways.
- To enable individuals to reach their potential and achieve their goals through supported and informed resources throughout the provision.

## 2. Impartiality, Equality and Diversity

We aim to provide IAG which respects the needs of the individual enquirer or learner and is in their best interests.

Adult Learning recognises that:

- It has a responsibility to provide high quality impartial information advice and guidance for the local community, including IAG for those accessing learning and work through work clubs, job search, employability support and targeted support for the long term unemployed and career progression.
- It has a responsibility to work with partners to you provide a full service for learners and the local community.
- It has a responsibility to support learners to achieve their full potential.
- Learners and the local community have the right to access information through our delivery model, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity.

## 2.1 Our commitments:

- To provide impartial, unbiased IAG in a form that is easily understood by the recipient.
- To ensure IAG is treated confidentially as per the Data Protection Act (GDPR).
- To ensure IAG promotes and embeds equality and diversity throughout all the provision.
- To systematically monitor, review, evaluate and continually improve our IAG
- To monitor and evaluate the effectiveness of provision in promoting Safeguarding and British Values.
- To signpost potential/current learners to other competent organisations/services where the nature of the query, interest or concern is out of scope of our capability.
- To ensure full support to all learners throughout their learning journey with regards to learner progression and destination.

## 3. Description of our IAG service

Adult Learning provides all participants with free and impartial Information and Advice which is embedded in the course programmes and delivered over five stages:

- At initial point of enquiry, potential learner is provided with IAG to help them establish a starting point for their potential learning journey.
- At the enrolment stage to help learners to make the right choice of suitable course and to redirect learners who do not meet our eligibility and/or entry requirements.
- At the start of the course programme with a comprehensive initial assessment to agree Individual Progress Record (IPR) and a detailed course induction.
- During the course programme reviews with learners using their Individual Progress Record (IPR) will ensure retention and completion of the course programme and achievement of the qualification.
- At the end of the programme to support learners to progress into employment, education, or further course.

Learners will:

- Have an individual discussion/interview and/or course information sheet about the course before the start.
- Have an initial assessment
- Agree an Individual Progress Record (IPR)
- Receive IAG information about progressions from initial enquiry through the learning journey to completion of course.
- Learners will be provided with information about safeguarding and the Prevent agenda
- Complete FE Choices Learner View questionnaire via the Ofsted website <https://learnerview.ofsted.gov.uk>.
- Complete an end of course questionnaire.

As a result of our Information, Advice and Guidance, learners can expect to:

- Know more about their strengths and areas for development.
- Know more about the options available to them.
- Be able to make better decisions.
- Feel more confident about their learning.
- Be able to plan their next steps.
- Develop their employability, transferable and key skills.

Adult Learning provides the following resources:

- Suitably qualified staff with the relevant knowledge, experience, and qualifications
- Information and advice on the right provision following an assessment of their course needs and using information from their initial assessment to provide IAG accordingly.
- Support from tutors and learning support assistants to continuously improve retention and achievement rates.
- Information from partner organisations/colleges about the additional support available also ensuring suitable venues / equipment to provide a positive and inclusive learning environment for all
- Information and advice on career progression or other course options.
- Specialist information to support learners with learning difficulties and /or disabilities via online information and support, or through the Adult Learning Support team to ensure full learner inclusivity.
- Translation services.

#### **4. Quality Assurance of Information Advice and Guidance**

We are committed to developing the IAG service we offer through continuous quality improvement and to ensuring all relevant staff are trained and have completed a minimum level 2 Award in IAG.

- IAG is reported in annual SAR and areas for improvement actioned via QIP
  - Adult Learning is Matrix accredited
  - Observations of Teaching Learning and Assessment and Learning Walks conducted by the quality team to monitor delivery of IAG provided during classes.
  - Managers complete themed learning walks regarding IAG.
  - IAG and Learner progress is monitored through course documentation such as induction checklists, tracking and IPR's and quality assured through file audit activities.
  - Learners are surveyed to collect next steps – intended destinations and progression.
  - The enrolment process and form records IAG.
-