



INFORMATION, ADVICE & GUIDANCE POLICY 2019

All learners applying at Way2Work have an entitlement to impartial Information, Advice and Guidance (IAG) at every stage of their learning journey.

Our Aims:

- To provide all learners and potential learners with impartial information and advice that empowers them to make self-determined choices about learning and progression
- To actively promote the provision of information and advice that meets the matrix standard throughout Best Practice People, and for all stakeholders

Our Objectives:

- To ensure that quality, current information and advice is readily available to learners in a range of formats and forums at different stages of the learner journey
- That staff are appropriately supported and trained to deliver information and advice that meets the matrix standard
- To provide information and advice about our services and what we offer, choosing the appropriate pathway, learning support and progression
- To ensure that learners are signposted or referred within Way2Work, Achieving for Children or beyond when appropriate
- To ensure that our policies relating to Equality and Diversity, Complaints, Appeals against Assessment, Confidentiality, Safeguarding, and GDPR are applied within the service
- To ensure that learners are provided with a range of opportunities to feedback on our service
- To ensure that information from feedback results in improvements to the service which are widely communicated

The information and advice we provide:

Before enrolling:

- To provide information on a range of course options
- To choose a programme that is most suited in terms of location, content, level, delivery style, qualification accreditation, entry requirements, and support available
- To provide information in a number of ways, either, verbally, by email or through printed materials

At induction:

- To provide information on course structure and content
- To advise on our Awarding Body requirements
- To complete and validate assessments and certification
- To agree and set programme goals and target dates
- To provide IAG with embedded Equality & Diversity, Health & Safety and Safeguarding

On programme:

1. Advice on available learner support
2. Possible progression/employment routes
3. Job search techniques and help with creating a CV

On exit:

1. To look at further learning or employment opportunities and job search websites
2. To provide a list of agencies and providers, e.g. colleges or IAG services
3. To signpost or refer to other agencies as required

At any time:

- Referral to another organisation for advice on careers, work and learning that may be outside the scope of Way2Work

Policy:

Way2Work is committed to providing a high quality, free and impartial information and advice to all existing and potential learners. We also recognise our own limitations and refer enquirers to other agencies, within the quality network, when required IAG cannot be provided by us.

To ensure that IAG services are accessible to all and of good quality, Way2Work will:

- Ensure that the delivery of IAG within Way2Work is responsive to changes and developments both internally and externally.
- Support the improvement of learners' completion and progression rates
- Work proactively and collaboratively internally to enhance the effective delivery of IAG
- Work towards maintaining the Matrix IAG quality mark and ensure that IAG services meet the standards within this framework.
- Ensure that marketing, promotional and information materials are comprehensive, accessible and available in a range of formats

Provide staff with effective IAG to enable them to continually develop their knowledge, understanding and expertise in specific areas, perform their own job role effectively and to ensure their understanding of:

- IAG policy, strategy, aims, objectives, procedures and performance indicators
- Equality and diversity
- CSE (Child Sexual Exploitation)
- Prevent
- British Values
- Confidentiality issues
- Learner support
- Referral systems (internal and external)
- Customer care
- Technological support
- Information sources
- Continued Professional Development

Monitor effectiveness and improve the quality of IAG via:

- Customer feedback
- Staff feedback
- Analysis of referral data
- Annual renewal/update of information materials
- Develop and review partnerships and networks to support the provision of impartial IAG and referral to appropriate partners.
- Embed IAG in quality assurance, staff development and training, and appraisal processes

Matrix Standard

The matrix standard is the national quality standard for any organisation delivering Information, Advice and Guidance (IAG) on learning and work. The standard ensures that anyone thinking about entering publicly funded education receives high-quality information, advice and guidance.

The matrix standard is made up of four elements:

- Leadership and Management
- Resources
- Service Delivery
- Continuous Quality Improvement

Detailed information on each element can be found on the matrix standard website: <http://matrixstandard.com/>

Way2Work as a service will:

- Continue to maintain accreditation of our Matrix assessment
- Continue to improve the services we provide
- Provide learners with effective signposting to other services
- Embed the Framework for Excellence or other quality initiatives through the ESFA
- Continue to provide effective and robust staff training and CPD
- Welcome suggestions for improvement
- Offer learners and employers the chance to say what they think about our IAG provision
- Collect and analyse feedback from learners and employers

Organisational Support Procedures

All learners and potential learners who participate in our training programmes are entitled to receive unbiased information, advice and guidance from suitably qualified staff with the relevant knowledge and experience.

Our service to learners:

- Pre-course information:
- Course information, locations and dates
- Documents with course contents
- Employment information
- Appropriate and suitability of training programmes on offer and to redirect enquirers who do not meet our eligibility and/or entry requirements.

Enrolment:

- Receive a detailed induction
- Have an initial assessment
- Agree an individual learning plan
- Agree review dates for the action plan
- Information regarding learning support
- Receive information about compliments, appeals, complaints, suggestions and other relevant policies.

During training:

- Monthly training visits to support their apprenticeship and where needed fortnightly.
- Quarterly training reviews with feedback on progression and setting SMART objectives relating to personal and professional development
- Six monthly employment reviews
- Additional/bespoke support for learners with ALN (Additional Learning Needs) and ASN (Additional Support Needs)
- At any time during the programme learners will receive information about progression opportunities and will be signposted or referred as appropriate

At the end of the training:

- Receive IAG information about progressions, job search support and careers advice
- Signposted or referred when appropriate
- Obtain feedback from learners on the course and IAG services

Our Staff Training

All staff will be appropriately supported and trained to deliver information and advice that meets the matrix standard. All staff will be aware of:

- Their own role, limitations and when to refer within or beyond Way2Work when appropriate
- Way2Work and Achieving for Children's courses and training on offer
- IAG services available within Way2Work and from partner organisations
- Information on the National Careers Services and other agencies within the quality network who can assist learners with IAG
- Training opportunities to address individual CPD needs of staff

If you have any questions, queries or comments regarding this IAG policy, please contact the Way2Work Manager on 0208 734 3380 or by email: barri.ghai@achievingforchildren.org.uk