INFORMATION, ADVICE AND GUIDANCE POLICY

COVID-19

Given the current issues relating to the COVID-19 outbreak, the organisation continues to implement a review and assess policy based on day to day government guidance. The organisation will comply with all government guidelines and will update its actions according to prevailing circumstances.

Steadfast Training Ltd recognises the importance of effective impartial IAG Delivery.

Steadfast emphasises the value of this, and all our staff are passionate about education and enabling learners to reach their full potential, develop their self-esteem and self-confidence. We endeavour to treat every individual with courtesy, fairness, respecting individual's beliefs, regardless of gender, marital status, age, disability, Ethnicity, religion, or sexual orientation. It is important for each member of staff to understand that they must follow the IAG policy and not offer Information Advice and Guidance in areas outside of their occupational competence.

The IAG policy will outline how IAG is provided, in conjunction with Steadfast's, Equality & Diversity, General Data Protection Regulations (GDPR) and Safeguarding/PREVENT Policies. IAG is available to learners and companies free of charge throughout the duration of their enrolment. Staff may offer information and advice by engaging learners with the web-based resources and advice on pre – determined areas where said member of staff is authorised as occupationally competent.

Impartial information advice and guidance must be provided to each learner upon request but should be discussed at the following stages:

1 **Prior to enrolment and during initial discussions with potential learners**

2 **During the learner's induction**

3 **At 12 / 24 / 36 Week Reviews if applicable**

4 **When the learner completes their programme**

- Further information is provided to the learner on the course outline information sheet which covers eligibility, course entry requirements and appropriate progression routes to further to learning and accredited provision.

  It is our policy that any IAG request be acknowledged and recorded via email, telephone or mail within 24 hours from receipt and a response or a signposting must be performed within 5 working days from initial request.

- Responsibility for the co-ordination of Information Advice and Guidance delivery within the organisation lies with the Director of Operations. All IAG requests must be recorded and

filed securely by the Client Services Team Leader as they are dealt with to ensure that the IAG Policy is fully implemented.

- The record will serve to demonstrate that Steadfast Training Ltd has delivered against its time frame commitment. It will not be required to note the request specifically if it has any possibility of breaching the GDPR-Data Protection & Confidentiality Policy 225, see Flow Chart IAG Process (Appendix 1).

- The Policy will be reviewed annually and approved by the Director of Operations

The aims of Steadfast Training Ltd's IAG services are to promote the benefits of learning, help individuals and companies overcome barriers to learning and support them in making realistic and well-informed choices.

All IAG delivered by Steadfast Training Ltd will adhere to the principals set out below:

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 have the skills and knowledge to identify quickly and effectively the client's needs. They also 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 are made clear from the client's perspective. Where necessary, clients are supported in their transition between services.

Availability, Quality and Delivery of IAG services – this is targeted at the needs of clients and is informed by social and economic priorities at local, regional and national levels.

Diversity   Ensuring the services reflect the diversity of clients' needs.

Impartial – IAG services supporting 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 encouraging and motivating clients to engage successfully with the service

Enabling – services encouraging and supporting clients to become lifelong learners by enabling them to access and use information to plan their careers.

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

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

Confidentiality - All discussions with the learner and any details provided by them are treated in the strictest confidence. Any feedback given from learners can be anonymous.

Staff Qualifications & Training – All staff (Administrative, Tutors, Trainers) are given IAG Training. Tutors and Trainers are appropriately qualified to deliver Information Advice and Guidance and are supported to access continuous professional development (up to Level 4 and above if required). Further information and support for staff in delivering IAG is provided in IAG Support leaflet (Appendix 2 – Staff Guidance on IAG Delivery).

Volunteers – Steadfast Training Ltd does not use volunteers in this line of work.

Promotion of IAG Services

Information and a link to the National Careers Service IAG is provided on the Steadfast Training Ltd website locally and nationally and includes a further link to:

www.steadfasttraining.co.uk/apprenticeshipvac.asp

https://nationalcareersservice.direct.gov.uk/

Information about the Steadfast Training Ltd IAG provision is included in the company's Prospectuses, and course information leaflets.

Documents are produced in a variety of fonts and formats to meet learner needs and are reviewed to ensure that nobody is excluded in gaining the information.

Staff are encouraged to keep up to date with changes in IAG through Monthly Standardisation Meetings.

Feedback & Monitoring

All 1:1 discussion between the Advisor and the learner are confidential, but will be recorded for internal monitoring purposes. Learners are offered the opportunity to feed back during their reviews both on induction, during program and exit.

Complaints

All learners are made aware of the procedure to use if they should wish to make a complaint.

In delivering high quality IAG Steadfast Training Ltd will ensure that they:

- Provide information about our courses, their characteristics including cost to employer.

- Provide information about other local training courses and support services.

- Signpost and refer people to other training services, support services and appropriate guidance services.

- Keep up to date a display of leaflets and brochures from other local training providers (or web links).

- Provide help with writing CVs.

- Provide web based access for learners out of centre, to use for both learning as well as accessing local training and support services.

- Provide advice on possible careers related to our training courses.

- Offer functional skills (English and Maths) learning styles assessments and to signpost where these will assist in achievement and progression.

Steadfast Training Ltd will not:

- Provide other information about our company (apart from that relating to course characteristics).

- Provide information about training courses and support services outside our geographical area.

- Provide internet access for reasons other than carrying out learning and assessment and allowing learners access to other training and support services.

- Provide careers guidance.

- Do psychometric testing.

- Provide Information Advice and Guidance relating to personal relationships and difficulties other than signposting to qualified services providers
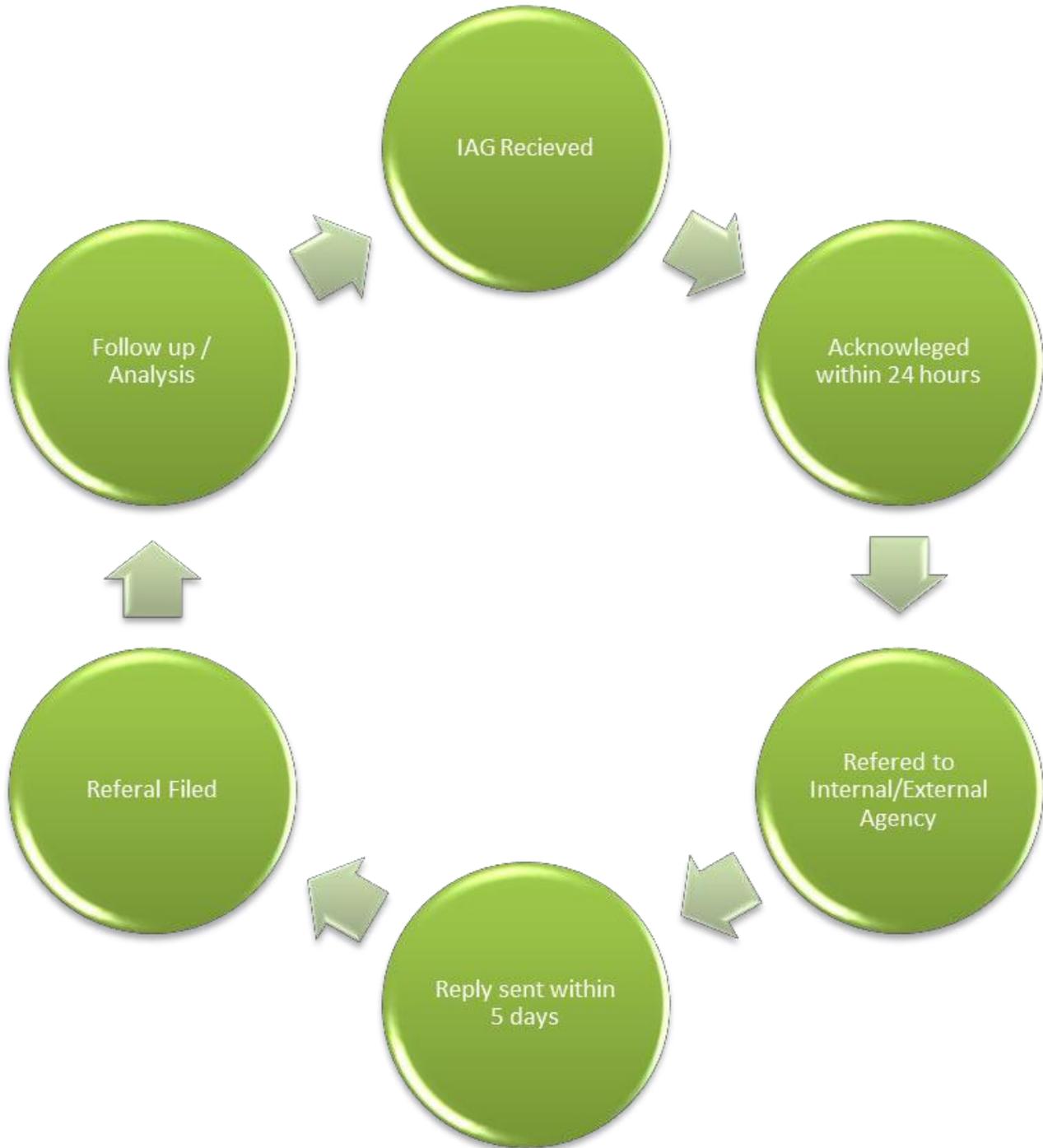
Policy reviewed date: Feb 2020

Title: Director of Operations

Next review date: Feb 2021

Appendix 1

FLOWCHART IAG PROCESS

- IAG Recieved
- Acknowleged within 24 hours
- Refered to Internal/External Agency
- Reply sent within 5 days
- Referal Filed
- Follow up / Analysis

Appendix 2

STAFF GUIDANCE ON IAG DELIVERY

The purpose of this policy is to provide training resource and guidance to staff members in respect to the procedure and response time frames of IAG delivery. It is also to be retained as a reference tool should any staff member be unaware of their pre-approved areas of IAG response.

Should a request be outside the remit of your pre-approved areas of competence outlined in this form it is imperative that you signpost the request to the centre for re- allocation.

Any staff member providing guidance to a learner in an area outside of their pre-approved competence will potentially face disciplinary proceedings. If you wish for a personal clarification of your own areas of pre-approved IAG response topics please contact us.

Information Advice and Guidance – Process

1. Upon receipt of an IAG request please complete the initial request section of the IAG Request Form F1059

2. Please provide a record of acknowledgement to the learner. This can be verbal but it is recommended that it is recorded on the assessment record (if during an assessment visit) or via email or mail. This must be completed within 24 hours of initial receipt.

3. If the response is concerning an area in which you have direct occupational competence (as highlighted later in this resource) you can respond to the request or signpost to the relevant place for candidate guidance, complete an IAG request form and send to the centre.

4. If the response is concerning an area in which you do not have occupational competence then you must complete the initial request on the IAG request form and refer it directly to the centre for allocation or signposting within 24 hours of receiving the request.

5. The centre will then allocate the response to the person with the most appropriate occupational competence, who will be required to respond or signpost the IAG request within a 5 working day period.

6. The Client Services Team Leader will then securely file the IAG request.

Your Topics of Occupational Competence

Please note that the centre has considered and pre-determined the subject matters that we consider each job role to be occupationally competent to directly respond to. If you have received an IAG request that you feel able to competently respond to that is not in the pre-determined areas as outlined under your job role, then please contact the centre and we will allocate any additional areas of competence that are approved directly to you as an individual.

NOTE- you must not provide ANY information, advice and guidance if it is beyond your remit and you must not provide any IAG response AT ALL if you are still undergoing training or are in a probationary period.

Job Description	IAG Topics you may discuss with a learner
1. CEO 2. Director of Operations 3. Commercial Director 4. Senior Managers	Provide information about our courses, their characteristics including cost to the employer. Provide information regarding course funding and criteria Provide a description of our IAG service. Signpost to pre-approved sites and organisations using the web resource.
1. Regional Account Manager 2. Client Services Team Leader 3. Quality & Curriculum Team	Provide information about our courses, their characteristics including cost to the employer. Provide information regarding course funding and criteria Provide a description of our IAG service. Provide information about other local training course and support services. Signpost to pre-approved sites and organisations using the web resource.
1. Internal Quality Assurer 2. Trainer/Tutor 3. Central Administrator/MIS Co Ordinator	Provide a description of our IAG service. Provide information about other local training course and support services. Provide help with writing of CV's Provide advice on possible careers related to our training courses Provide advice on specific courses and delivery of units Offer basic skills and learning style assessments and to signpost where these will assist in the achievement and progression Signpost to pre-approved sites and organisations using the web resource.
1. Recruitment /Engagement Advisor	Provide information about our courses, their characteristics including cost to the employer. Provide information regarding course funding and criteria Provide a description of our IAG service. Signpost to pre-approved sites and organisations using the web resource.

1. **Central Administrator** 2. **Finance & HR Controller** 3. **MIS Data Co Ordinator** 4. **Marketing Coordinator**	**Provide a description of our IAG service.** **Signpost to pre-approved sites and organisations using the web resource.**
1. **Careers Advisor (any person holding NVQ/QCF Level 3 or above in IAG delivery)**	**Provide a description of our IAG service.** **Provide information about other local training course and support services.** **Provide help with writing of CV's** **Provide advice on possible careers related to our training courses** **Provide advice on specific courses and delivery of units** **Offer basic skills and learning style assessments and to signpost where these will assist in the achievement and progression** **Signpost to pre-approved sites and organisations using the web resource.** **Signpost and refer people to other training services and support services** **Research and refer to any organisation, body or research tool considered appropriate to learners request** **Provide Careers Guidance**