

Holt Green Training Ltd

Information, Advice and Guidance Policy

2023-2024

Policy Statement

Holt Green Training Ltd (HGT) is committed to supporting its learners to identify and complete qualifications that fulfil their full potential and meet their individual, personal and professional needs.

We will ensure that the processes of informing, advising and guiding learners are accorded a high priority, and are recognised as being crucial in enabling learners to make decisions regarding the opportunities and challenges of adult and working life.

Policy Aims

Our aim is to provide appropriate impartial Information Advice and Guidance service to potential candidates, current learners and employers at the initial contact and recruitment phase, through the induction process, whilst they participate on programmes, and on exit from programmes.

Policy Objectives

We will endeavour to make our IAG provision:

- Easily accessible, timely, visible, and well defined in an understandable format · Is delivered by employees who have sufficient training and knowledge.
- Provide accessible links to a range of specialist, supportive agencies.
- Ensure the equality of opportunity to quality reviewed IAG, delivered to meet needs · Ensure IAG meets the diverse needs of candidates, learners and their employers · Provide impartial, confidential and needs focussed IAG.
- Responsive, friendly and enabling provision.

Definitions

Definition of Information

Information is data conveyed via contact through face-to-face, individual, group or class interaction, which is verbalised, written, or printed, through different media including booklets, ICT software, and websites and so on.

Definitions of Advice

Advice involves:

- Helping candidates and learners to understand and interpret information.
- Providing information and answers to questions
- Clarifying misunderstandings
- Understanding candidates and learners' circumstances, abilities, and targets · Advising candidates and learners on their options or how to go about a given course of action.
- Identifying needs and signposting or referring candidates and learners who may need more in-depth guidance and support.

Definition of Guidance

Guidance aims to support candidates and learners to:

- Better understand themselves and their needs
- Confront barriers to understanding, learning and progression.
- Resolve issues and conflicts.
- Develop new perspectives and solutions to problems and be able to better manage their lives and achieve their potential.

HGT aspires to adhere to The National IAG Board Principles for Coherent Delivery in IAG Services detailed 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 suits clients' needs.
- **Professional and Knowledgeable** – IAG frontline staff will have the skills and knowledge to identify quickly and effectively 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.

HGT 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 programmes,**
- ▮ **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 Coach/Trainer.

The range of IAG services provided will reflect the diversity of the learner's needs.

HGT 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.

Staff providing IAG will have the skills/knowledge/expertise 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 GDPR.

HGT will follow up any support received by a referral agency to confirm the learner has received the level of support they required and assess the impact of that support.

Referral Arrangements

Where necessary, with the learner's permission, he/she may be referred to another provider or agency who 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 to any external provider or agency the learner will be notified of any links between HGT 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. Responsibility and Accountability

Staff/Associate staff at HGTT provide Initial Information and Advice to help potential learners (and their parents/carers where appropriate) to choose the course that suits their needs and to access any financial and learning support that may be available.

HGT staff will provide IAG on careers, transport, welfare and finance related to learning. Staff/associate staff will refer learners to local agencies where appropriate for additional support for areas such as housing, mental health, substance abuse.

Careers Guidance

All learners aged 16-19 (up to their 20th birthday) have access to IAG and Careers Guidance from their Local Authority.

Adult learners 20+ below a Level 2 qualification have access to Adult IAG services provided by National Careers Service above a Level 2 qualification are directed to them.

Quality Assurance of IAG

HGT monitors the effectiveness of IAG provision against the following performance indicators:

The successful outcome of pre-entry advice and guidance will be recorded by a learning plan, signed by the learner and an HGT representative.

The impartiality of information, advice and guidance is assured by observation of IAG sessions and by analysis of learner base documentation completed at interview.

HGT ensures that Information held is sufficient, relevant, accurate, current and inclusive. Any learning material used must be agreed by the directors to ensure it is fit for purpose, based upon the most current assessment standards, and reflect current working practices in the industry.

IAG will be provided by suitable qualified and experienced Staff.

Documents and Policies associated with this policy:

Document	Number
Safeguarding Policy	
GDPR Data and Information Policy	

The Matrix Quality Standard Award

HGT has achieved the Matrix Standard Award for IAG. The Matrix Standard is the national quality standard for any organisation that delivers information, advice and/or guidance on learning.

Reviewed: December 2023