



Information, Advice & Guidance Policy

1. Purpose

Step into Learning (hereafter referred to as SiL) and all our Sub Contractors are committed to providing an accurate Information, Advice and Guidance (IAG) Service to all of our learners throughout the duration of their programmes.

SiL fully supports the concept of lifelong learning and will endeavour to help individuals make informed choices about training and development opportunities in the context of their working lives and leisure activities.

2. Scope of Policy

This policy applies to all staff and learners (both full-time or part-time) of SiL and all of our Sub Contractors.

SiL will also endeavour to provide IAG to learners on other areas which may affect learning eg;

Financial

Health

Accommodation

3. Provision

IAG will take place prior to recruitment, at appropriate stages throughout the learners' programme and at the end. The evidence of this will be seen in the Individual Learning Plans and a copy of the initial interview will be required by SiL on enrolment.

SiL's IAG service follows the principles of the National IAG standard, and strives to provide information, advice and guidance that is:

Timely and in a form that is easily understood

Independent, confidential and focused on the needs of the individual

Provided by staff trained to offer appropriate Information, Advice and Guidance

Able to provide access to a range of agencies for specialist support

Free from stereotyping physical or cultural barriers for users and in accordance with SiL's Equality Policy

Easily accessible and clearly defined

Free of charge to all users

Subject to evaluation and continuous improvement encouraging individuals to get the most from the process

Where possible external IAG deliverers will be used to supplement the internal delivery

4. Procedure

Each Partner organisation will ensure that every learner or potential learner is provided with appropriate IAG prior to the start of any programme. This session must be evidenced and a copy of this must be sent to SIL with the enrolment form. They must ensure that every learner is made aware that they have: -

Open access to information on education, training and career opportunities in a range of formats available in all centres

An initial assessment to help them identify their skills and aptitudes

A trained member of staff to discuss individual learner needs and aspirations and to plan for the achievement of goals

Signposting to other agencies who may be able to help learners to achieve their goals

The opportunity for learners to spend time with a member of staff to review and revisit their goals and discuss progress and next steps

Access to a trained member of staff to answer queries and provide advice by phone or electronically

5. Content

The service delivered to recognised national standards

A clear explanation of the Information, Advice and Guidance Services offered

Trained and experienced staff who will treat learners with respect and dignity

A timely response to requests for information

Up to date information on education, and a wide range of training and career opportunities in a variety of formats

Information on the cost of training and any funding which may be available to support the costs

All information about them will be treated as strictly confidential in line with the Data Protection Act

For further information on bursary funding available to support learners please contact caroline.green@stepintolearning.org.uk