



# **KMP – 011 GHL Information, Advice & Guidance Policy**

## GHL INFORMATION ADVICE & GUIDANCE POLICY

### Policy Statement

Group Horizon promotes the value of learning and will provide all learners accessing our services with Information, Advice and Guidance to support them in their chosen program of learning. This starts at the first point of contact and continues throughout and beyond the learner journey.

### What is the purpose of IAG?

To enable real progression for our learners

### What is IAG?

Information – on learning and work opportunities e.g. printed, audio visual, verbal

Advice – helping to interpret information to meet learner needs, signposting and referral to other organisations and services

Guidance – a deeper discussion, exploring options and decision making

### Why do we need IAG?

To ensure good practice in supporting our learners and encourage participation and achievement

To achieve Matrix accreditation to meet Skills Funding Agency guidelines and contracts.

### Targets for IAG?

Target	%	Resource
Learner Entitlement	100%	All learners receive an entitlement card and or a learner information booklet
Staff Awareness	100%	All staff have carried out awareness training in IAG
Induction	100%	All learners receive an induction to their learning to ensure “right fit”
Retention & Achievement	Min 87%	Learners are retained on programme until successful completion – Short Courses
Retention & Achievement	Min 60%	Learners are retained on programme until successful completion – Long Courses
Progression into employment	30%	Learners progress to employment
Employer IAG	100%	All employers are given IAG when matching a young person to their organisation

### When does IAG happen?

“Getting into” learning – ensuring the course is appropriate and overcoming concerns

“Getting on” in learning – ongoing support to maintain pace and momentum, revising goals and future options

“Moving on” from learning – support to progress to further and higher learning and development and into jobs

### IAG and Key Learner Processes

KLP	IAG	Where to record it
Recruitment & Entitlement	✓	Marketing materials and card, Learner information booklet
Initial Assessment	✓	ILP
Induction	✓	Individual Learning Plan
Additional Support	✓	ILP and Review Form
Planning Learning	✓	ILP
Training/Teaching/Learning	✓	ILP, Timetables, Lesson Plans
Assessment and Reviews	✓	ILP and Assessment Plan
Exit and completions	✓	ILP and Exit Review
Learner feedback	✓	Learner Voice/evaluation

### **Where is IAG recorded?**

Enrolment documents, Induction, on learning plans, on reviews and assessment plans.

### **Who is responsible?**

Everyone at Group Horizon Ltd who interacts with learners.

We have qualified personnel in each site as IAG champions

### **Principles**

Group Horizon adopts the following principles as a basis for its IAG Service:

**Accessibility and Visibility** - we aim to provide recognised and trusted IAG services

which are publicised, signposted and made available to all learners at times and

venues which suit their needs. Utilising Moodle<sup>i</sup>, we aim to ensure learners have up-to-date resources within their reach.

**Professional and Knowledgeable** - our staff can quickly and

effectively identify learners' needs and if necessary signpost or refer them to suitable alternative services. With IAG champions available in every division.

**Effective connections** – where learners are signposted to suitable alternative services we aim to support them in that transition.

**Availability, Quality and Delivery** – our IAG services are targeted to the needs of our learners. IAG interventions are recorded and audited to ensure quality.

**Diversity** – we recognise the individuality of our learners and provide a range of services to reflect this.

**Impartial** – our IAG services aim to support learners to make informed choices, on study programmes and progression routes, based on their needs, interests and circumstances.

**Responsive** – our IAG services aim to reflect the present and future needs of our learners and the local Labour Market demands.

**Printed Copy Is Uncontrolled**

File Name: **KMP 011 GHIL IAG Policy**

**V8 Jan 2019**

Path to Digital Copy: [grouphorizon.sharepoint.com/policies/](http://grouphorizon.sharepoint.com/policies/)

**Friendly and welcoming** – we aim to provide services which encourage the learner to successfully engage with us.

**Enabling** – our IAG aims to engage and support learners in becoming lifelong learners, allowing them to explore and plan their careers through access to and use of information.

**Awareness** – we aim to make clients aware of the relevant IAG services available to them and to have an informed expectation of those services.

It is GHL's policy to deliver our service in accordance with the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)) and we adhere to our principles which include:

- ✓ Providing impartial, responsive, friendly and enabling information, advice and guidance services to our learners.
- ✓ Being accessible and visible to our learners.
- ✓ Ensuring that our staff are professional and knowledgeable to address our learners' needs.
- ✓ Making our learners aware of relevant IAG services.
- ✓ Supporting learners to explore the implications for both learning and work in their future career plans.

In conjunction with these principles, our aim is to ensure that:

- ✓ All members of the community have access to information, advice and guidance.
- ✓ Services meet the relevant quality standard for learning and work.
- ✓ All learners receive current, accurate and quality assured information which is inclusive.
- ✓ We collect, use and share your feedback to continually improve the service.

We are committed to providing a confidential service to our customers and respect that:

**Printed Copy Is Uncontrolled**

File Name: **KMP 011 GHL IAG Policy**

**V8 Jan 2019**

Path to Digital Copy: [grouphorizon.sharepoint.com/policies/](http://grouphorizon.sharepoint.com/policies/)

✓ Our learners deserve the right to confidentiality to protect their interests.

✓ By guaranteeing confidentiality, we safeguard the services of giving Advice & Guidance.

GHL will handle information in compliance with the Data Protection Act and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared within the organisation only. See KMP 009 and KMP 009a

We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality. These may broadly be defined as situations where the safety, rights and liberties of other people or the person giving information may be seriously at risk. See KMP 002

---