



# WORKS 4 U

## Information, Advice and Guidance Policy

## INFORMATION, ADVICE & GUIDANCE POLICY

All learners, parents / carers and professional referrers applying to Works4U have an entitlement to impartial information, advice and guidance (IAG), at every stage of their learning journey with us.

### **Our Aims**

Here at Works4U we provide all learners and potential learners, parents/ carers and professional referrers with impartial information and advice that empowers them to make self-determined choices about learning and progression. We aim to actively promote the provision of information and advice that meets the matrix standard\* (See Fig.1) throughout Works4U, and for all our stakeholders.

### **Our Objectives**

Works4U will ensure that quality, current and relevant information and advice is readily available to all our learners, in a range of formats and forums, at different stages of the learner journey.

Our staff are appropriately supported and trained to deliver information and where appropriate, advice that meets the matrix standard. We will provide information and advice about Works4U courses, selecting the right course for each learner, learning support and progression.

Learners will be signposted or referred within or beyond Works4U, where appropriate. Works4U policies relating to Quality and Diversity, Complaints, Appeals against Assessment, Confidentiality, Safeguarding, and Data Protection will be applied within the service. Learners will be provided with a range of opportunities to feed back on the IAG service. Information from feedback results in relation to improvements to the service will be communicated to all parties.

Information and advice we provide may be:

- Prior to enrolment
- Providing information on a range of course options
- About choosing a course that is most suited in terms of location, content, level, delivery style, qualification accreditation, entry requirements, and support available.

Information may be presented in a number of ways e.g. verbally, by email or via printed materials.

### **At induction**

- We will provide information on the course structure
- Details will be supplied of the Awarding Body requirements
- Assessments and certification will be clearly explained.
- Programme goals, target dates, record of progression.
- We will confirm the contents of this IAG, embedded with Equality & Diversity and Health & Safety protocols.

### **On programme**

- Advice on available learner support
- Possible progression/employment routes
- Job search techniques and help with creating a CV

### **On exit**

- Further learning or employment opportunities and job search websites
- List of Agencies/providers, e.g. colleges or IAG services
- 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 Works4U

**Note:** We operate service level agreement with Positive Steps to provide external, impartial information, advise & guidance to our students. \*

### **Policy**

Works4U is committed to providing a high quality, free and impartial information and advice to all existing and potential learners, parents / carers and professional referrers. We also recognise our own limitations and refer enquirers to other agencies, within the quality network, when the required IAG is not available to us.

To ensure that IAG services are accessible to all and of good quality, Works4U will:

- Ensure that the delivery of IAG within Works4U 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 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
  - Confidentiality issues
  - Learner support
  - Referral systems (internal and external)
  - Customer care
  - Technological support
  - Information sources
  - Continuing 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 provision of impartial IAG and referral to appropriate partners.
    - Embed IAG in quality assurance, staff development and training and appraisal processes

Works4U as a company will:

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

### **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
- Leaflets with course contents
- Appropriate 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 and suggestions

### **During training:**

Learners will receive regular reviews and feedback on training progression.

During the programme Works4U will ensure that you receive information about progression, 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 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 Works4U when appropriate
- Works4U courses and training on offer
- IAG services available from partner Colleges
- 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

\*Fig.1

### 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 consists of four elements that fit around your organisation's business themes. These four elements are:

Element 1 - Leadership and Management

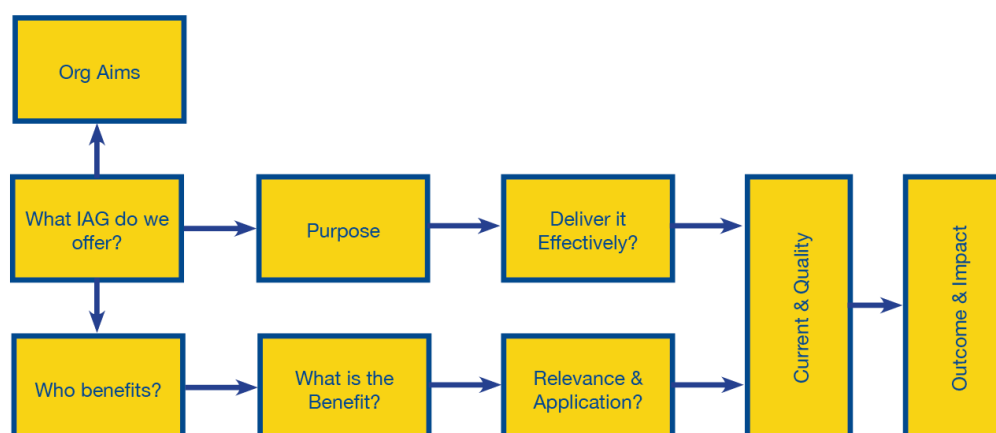
Element 2 – Resource

Element 3 - Service Delivery

Element 4 - Continuous Quality Improvement

Detailed information on each element can be found on the matrix standard website:

<http://matrixstandard.com/>



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<https://www.positive-steps.org.uk/>

**(Head Office) - 80 Union Street, Oldham, OL1 1DJ – Tel: 0161 621 9400**

**(Tameside) – 31 Clarence Arcade, Stamford Street, Ashton-Under-Lyne, OL6 7PT  
– Tel: 0161 621 9292**