

## **NLTG INFORMATION, ADVICE AND GUIDANCE (IAG) POLICY**

### **Strategy**

To deliver a robust, impartial, unbiased and effective IAG service to internal and external clients, organisations and key stakeholders, that is responsive and meets their needs, providing a comprehensive service that is able to meet national standards and requirements.

### **Capacity building**

NLTG was awarded the Matrix Standard in 2006 and successfully reassessed in 2009. Key strengths and areas for improvement are embedded into the one year business plan. Future review of the policy business plan will feature as an embedded section of this. The organisation is reflecting key points from the National Policy Framework and delivery of the Skills Strategy with the focus on IAG. NLTG adopts a robust approach to self assessment, in line with Ofsted Common Inspection Framework requirements and effective quality improvement strategy.

### **Support for all cohorts of learners, clients and employers**

### **STRATEGIC AIM**

To enable potential clients on NLTG government funded training programmes and employers to make well informed and realistic decisions about training and development needs, which will aid career progression, help them select progression pathways (e.g. training, employment, further education) and company training solutions and development.

### **STRATEGIC OBJECTIVES**

1. To provide impartial, unbiased IAG in a form that is easily understood by the recipient.
2. To ensure IAG is treated confidentially as per the Data Protection Act.
3. To ensure IAG promotes and embeds equality and diversity throughout all of the provision.
4. To systematically monitor, review, evaluate and continually improve our IAG and measure distance travelled.
5. To monitor and evaluate the effectiveness of provision in delivering the Every Child Matters outcomes.
6. To signpost clients to other competent organisations/services where the nature of the query, interest or concern is out of scope of our capability/competence.

Measurement of progress towards achievement of these strategic objectives will be via IAG business plan (NL626aa).

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

## **COHORT No.1**

### **Clients**

### **AIM**

To provide learners, parents, guardians, support colleagues and applicants access to IAG, which is current, updated, reliable, easy to understand, fit for purpose and addresses the wide range of questions and concerns that might develop when considering engaging in learning and skills. Our policy is to ensure IAG covers a range of activities and interventions that will help individuals to become more self reliant and better positioned to manage their personal and career development, including training and learning, as identified in the national agendas for IAG support for adults and young people. This includes embedding personalisation of learning into the ILP and programme of learning, identifying individual learning needs and additional learning support where required, personal and social skills and Skills for Life, DDA (Disability Discrimination Act) requirements, identification of vocational areas of learning for clients to embark on and development of employability skills, knowledge and understanding.

### **OBJECTIVES**

1. To facilitate clients and learners to understand the range of opportunities available via provision of clear information in a wide variety of contexts and formats which enables them to make informed and realistic decisions about their current and potential future vocational or personal needs based on accurate information.
2. To evaluate and continuously improve our performance and measure distance travelled against:
  - Key Performance Indicators mapped to the LSC's Framework for Excellence
  - Learner responsiveness as evidenced in individual learner retention, success and achievement data, which is mapped back to the IAG outcomes and is part of the process that informs the identification of the most appropriate programme of learning, initial assessment processes and target setting for learners
  - Process of embedding Equality and Diversity, Functional Skills and Every Child Matters into all aspects of IAG for the full cohort of clients
3. To provide our IAG services completely free of charge to applicants/learners.
4. To overcome any learner perceived barriers and challenges to learning, development and progression, encouraging an ethos of lifelong learning and finding effective learning and training solutions for individuals.

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

## **COHORT No.2**

### **Employers**

#### **AIM**

To provide employers full access to IAG which is fit for purpose, current, updated, reliable, easy to understand and addresses the wide range of questions and challenges, issues and concerns that may develop during considering of and implementing training solutions. Our policy is to help employers develop their own business further by providing IAG on training solutions that meet individual employer needs.

#### **OBJECTIVES**

1. To offer and deliver government funded programmes in specified vocational areas free of charge to individuals who meet the Government Funding Body eligibility criteria or at a cost for those who do not.
2. To evaluate and continuously improve the quality of our performance and delivery and measure distance travelled against the following criteria:
  - Employer responsiveness, employer engagement and employer organisational requirements
  - Success in employee achievement or completion of courses in the identified learning need i.e. Health and Safety/First Aid courses
  - Measurement of distance travelled against the key performance indicators mapped to the Framework for Excellence
3. To offer to carry out Organisational Needs Analyses for employers and identify, deliver or appropriately signpost employers to organisations who can provide effective training solutions.

NOTE: NLTG conditional approval for Part A of the Training Quality Standard in 2011 but following the Skills Funding Agency removal of continued support for this standard and internal cost/benefit analysis, NLTG's Managing Director decided, in conjunction with NLTG's management team, not to pursue Full Approval. Many of the systems and procedures developed/implemented as a consequence of TQS Application remain operational.

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

## **COHORT No.3**

### **Staff**

### **AIM**

To provide all NLTG 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 become an asset within the culture of NLTG.

### **OBJECTIVES**

1. To enable our staff to recognise the extent of their own competencies and to direct them to the most appropriate internal and/or external sources who can address individual CPD (Continuous Professional Development) needs.
2. To train all staff in IAG to a level that meets their job role and responsibilities ensuring continued professional development takes place within the NLTG CPD and staff training calendar of events as identified in the Training Needs Analyses.
3. To evaluate and continuously improve our performance measuring distance travelled against:
  - Investors In People standard
  - Staff retention
  - Staff Continuous Personal Development (meeting IfL (Institute for Learning), Awarding Body and NLTG requirements).
  - Staff Appraisals and NLTG Training Needs Analyses
  - Key Performance Indicators
  - LLUK (Lifelong Learning United Kingdom) National Teacher Training Standard requirements
4. To continue to develop effective strategies and take effective action to improve the company performance through our employees.
5. To continue our hard working and team ethos.
6. To ensure all delivery staff are annually registered with the Institute for Learning.

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

## **COHORT No.4**

### **Partners and Contractors**

#### **AIM**

To foster and maintain positive working relationships with partners and sub contractors via effective embedded communications strategies.

#### **OBJECTIVES**

1. To collaborate with partners involved in the delivery of the 14-19 national agenda.
2. To collaborate with partners involved in delivery of the 14-19 Diploma Reforms and Lines of Learning.
3. To collaborate with Young Peoples Service, National Apprenticeship Services, other referral and support agencies, to deliver the most effective provision (within our scope of delivery) meeting the needs and aspirations of young people, adults and employers.
4. To collaborate with funding bodies (e.g. Skills Funding Agency, Young Peoples Learning Agency) and Sector Skills Councils to contribute towards their strategic plans.

#### **Measurements of success of the IAG policy**

- Measurement against the national, regional and local economic and demographic targets for learner retention, success and achievement of qualifications and pathways
- Review of the three year plans annually to respond to the changing financial and economic climate
- Employer and learner voice and feedback
- See working instructions in NLTG's quality system
- IAG business plan NL626aa

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

## **What IAG recipients can expect**

Our staff:-

- will treat you with respect
- have developed current occupational competence, undertaken specific training and are qualified with current and updated knowledge and understanding
- can access up to date information on training and tell you about it
- will ensure confidentiality (exception being in cases of safeguarding discloses where confidentiality cannot be maintained for legal reasons)

We will:-

- work towards achieving accreditation to national IAG quality standards
- continue with external accreditation of our IAG via matrix assessment
- continue to improve the service we provide
- provide you with effective connections to other services
- continue to hold IIP status
- embed the Framework for Excellence
- continue to provide effective and robust staff training and CPD mapped to the LLUK national teacher training requirements

## **How you can help us to improve our services**

We will:-

- welcome suggestions for improvement
- offer you the chance to say what you think about the IAG and provision you were offered/given
- tell you who to contact and what to do if you're not happy with any of our services
- collate and analyse feedback from the learner and employer voice and forums

## **How to contact us – see Appendix 1**

---

Managing Director

Date: \_\_\_\_\_

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

## Appendix 1 How to Contact Us

Location	ACCESS TO NLTG IAG SERVICES						Response time	
	24 hour access to website to submit e-mail requests	Out of hours answer phone	Access to freephone service	Office opening times		Facility to arrange appointments outside normal working hours	No of working days from date of original enquiry for requests for information where	
				Monday to Friday	8.30am to 5.30pm		Information can be supplied by NLTG	Enquirer has to be signposted to another source
<b>Programme (Apprenticeship) and Commercial Delivery teams and Administration and Finance</b>								
Bradshawgate House 1 Oak Street Accrington BB5 1EQ Tel. No: 01254 397119 Fax: 01254 872432 e-mail: info@nltg.co.uk website: www.nltg.co.uk	✓	✓		✓	✓	✓	1	3
<b>Skills For Life Delivery Team</b>								
The Tramway Manchester Road Accrington BB5 2BN Tel No. 01254 230756 Fax No:01254 351439 e-mail: sfl@nltg.co.uk website: www.nltg.co.uk	✓	✓		✓	✓	✓	1	3

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

		<b>ACCESS TO NLTG IAG SERVICES</b>					<b>Response time</b>	
Location	24 hour access to website to submit e-mail requests	Out of hours answer phone	Access to freephone service	Office opening times		Facility to arrange appointments outside normal working hours	No of working days from date of original enquiry for requests for information where	
				Monday to Friday	8.30am to 5.30pm		Information can be supplied by NLTG	Enquirer has to be signposted to another source
<b>Foundation learning (formerly e2e Entry to Employment), NLTG Recruitment Centre</b>								
Old Bakery Grange Lane, Accrington BB5 2BU <b>Foundation Learning</b> Tel. No: 01254 392385 24/7 mobile no: 07999 629572 Fax No: 01254 300761 e-mail: <a href="mailto:hyndburne2e@nltg.co.uk">hyndburne2e@nltg.co.uk</a> website: <a href="http://www.nltg.co.uk">www.nltg.co.uk</a> <b>Recruitment</b> Tel No: 01254 395355 Fax: 01254 395385 e-mail: <a href="mailto:recruitment@nltg.co.uk">recruitment@nltg.co.uk</a> website: <a href="http://www.nltg.co.uk">www.nltg.co.uk</a>	✓	✓		✓	✓	✓	1	3

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

Location	ACCESS TO NLTG IAG SERVICES						Response time	
	24 hour access to website to submit e-mail requests	Out of hours answer phone	Access to freephone service	Office opening times		Facility to arrange appointments outside normal working hours	No of working days from date of original enquiry for requests for information where	
				Monday to Friday	8.30am to 5.30pm		Information can be supplied by NLTG	Enquirer has to be signposted to another source
<b>Foundation Learning (formerly Entry to Employment – e2e)</b>								
227 Lancaster Road North Preston PR1 2PY Tel. No:01772 885165 24/7 Mobile no: 07985 317226 Fax No:01772 254288 e-mail:prestone2e@nltg.co.uk website: www.nltg.co.uk	✓	✓		✓	✓	✓	1	3
<b>Foundation Learning (formerly Entry to Employment – e2e)</b>								
29 Queen St Oldham OL1 1RD Tel. No: 0161 633 1147 24/7 mobile no: 0775 7021977 Fax No: 0161 633 1694 e-mail: oldhame2e@nltg.co.uk website: www.nltg.co.uk	✓	✓		✓	✓	✓	1	3

Dept	Doc No	Orig	ISS
MAN	NL 528	SC	5

Location	ACCESS TO NLTG IAG SERVICES						Response time	
	24 hour access to website to submit e-mail requests	Out of hours answerphone	Access to freephone service	Office opening times		Facility to arrange appointments outside normal working hours	No of working days from date of original enquiry for requests for information where	
				Monday to Friday	8.30am to 5.30pm		Information can be supplied by NLTG	Enquirer has to be signposted to another source
<b>Foundation Learning (formerly Entry to Employment – e2e)</b>								
152 Blakiston Street Fleetwood FY7 6QW Tel. No:01253 873143 24/7 Mobile no: e-mail:fleetwoode2e@nltg.co.uk website: www.nltg.co.uk	✓	✓		✓	✓	✓	1	3
<b>Foundation Learning (formerly Entry to Employment – e2e)</b>								
Blackpool Boys & Girls Club Laycock Gate Off Devonshire Road Blackpool FY3 8AT Tel. No: 01253 300332 2/7 Mobile no: e-mail:blackpoole2e@nltg.co.uk website: www.nltg.co.uk	✓	✓		✓	✓	✓	1	3