

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

Last updated: August 2022

Next review date: August 2023

### **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 have successfully retained Matrix Standard certification since 2006. Identified key strengths and areas for improvement are embedded into our Matrix Self Assessment report which is reviewed and updated at least every 6 months. NLTG Policy reflects the key points from the Matrix standard and delivery of the Skills Strategy with the focus on IAG. NLTG adopts a robust approach to self-assessment, in line with Ofsted's Education Inspection Framework requirements and our effective quality improvement strategy.

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

### **STRATEGIC AIM**

To enable potential and existing clients on NLTG training programmes and employers to make well informed and realistic decisions about training and development needs, that will aid career progression, help them select progression pathways (e.g. training, employment, further education) and help them progress, achieve, succeed and contribute to society.

### **STRATEGIC OBJECTIVES TO SUPPORT ACHIEVEMENT OF THE STRATEGIC AIM**

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/ GDPR.
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 raising awareness of Safeguarding amongst clients, employers, staff and partners.
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.

### **RELATED DOCUMENTATION**

- 3-year Strategic Plan
- Annual Self-Assessment Report
- IAG Business Plan
- Matrix Standard Report
- NLTG Risk register
- Business plans
- IIP Report
- Matrix Self Assessment Report
- IIR reports

## COHORT No.1 - Clients

**Definition of Clients:** applicants, parents/guardians and learners/students

### 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 learner's individual learning plan
- 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
- 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:
  - a) Year on year improvement in our FE choices Key Performance Indicators (NOTE: comparison with other providers can be misleading as NLTG operate in a different context (workplace learning delivered in the workplace) and in different occupational areas. FE Choices only analyses the data at a top tier level)
  - b) 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
  - c) Process of embedding Equality and Diversity (including Prevent and British Values), Functional Skills and Safeguarding 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.
5. To identify individual starting point of each learner and clearly plan their development and support to enable them to meet their overall goal in a timely fashion. Progress towards such

achievement will be measured, and monitored and where appropriate intervention will be implemented to enable the learner to get back on track.

6. To develop Study Programme and Traineeship learners (as individually identified) confidence/capabilities to better equip them for progression into employment/further training e.g. via provision of Employability, English/Math's, CV writing etc.
7. To develop Job Centre Plus learners (as individually identified) confidence/capabilities to better equip them for employment/success at employer interview e.g. via provision of Employability, English/math's, CV writing.
8. To further increase/improve the awareness and capability of Learners in development of skills, knowledge and behaviour that increases their prospects/opportunities with employers: -
  - a) Health and Safety
  - b) Equality and Diversity
  - c) Maths
  - d) English
  - e) Teamwork Skills
  - f) Communication Skills
  - g) Self confidence
  - h) Applying for a job/Apprenticeship/promotion
  - i) Timekeeping and Attendance
  - j) Solve problems
  - k) Digital skills

Future considerations will include:

- Monitoring first time pass rates of tests and End Point Assessments to establish learning points and areas for improvement to inform curriculum delivery.
- Offer of "T level" provision from September 2023
- Improving work scrutiny of Apprentice work to determine whether they are on target for final completion of a Pass, Merit or Distinction

## **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 (Frameworks and where applicable Standards) in specified vocational areas. The funding of such delivery whilst at no cost to the individual learner, will be invoked upon the employer. Such funding could be via levy contribution, government- employer co-investment or a combination of both. The final agreed price of delivery will be a negotiated cost between NLTG and the employer but shall not exceed maximum costs determined by the ESFA.
2. To offer the employer choice wherever possible in their selection of approved End Point Assessment Organisations.

3. To offer and deliver government funded Traineeship provision to employers and eligible young persons (under 18 at start)
4. To make employees aware of any National, regional or local financial incentives related to government funded training provision.
5. To evaluate and continuously improve the quality of our performance and delivery and measure distance travelled against the following criteria:
  - a. Employer responsiveness, employer engagement and employer organisational requirements
  - b. Success in employee achievement or completion of courses in the identified learning need e.g. Health and Safety, Food Safety courses
  - c. Measurement of distance travelled against the key performance indicators mapped to the FE Choices.
6. Upon request to carry out Organisational Needs Analyses (at a cost) for employers and identify, deliver or appropriately signpost employers to organisations who can provide effective training solutions.
7. To increase the opportunities to procure training and safety services on a commercial basis.

## **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 relevant 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:
  - a) Investors in People standard
  - b) Staff retention
  - c) Staff Continuous Personal Development
  - d) Staff Performance review Appraisals and NLTG Training Needs Analyses
  - e) Key Performance Indicators

f) Teaching and Training qualifications for the further education and skills sector in England (2013).

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 develop some Apprenticeship Tutors to become independent End Point Assessors

## **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 schools by providing independent and impartial careers advice for year 8-13 pupils on the range of education or training options available post 16.
2. 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.
3. To collaborate with funding bodies e.g. (Education and Skills Funding Agency,), the relevant Local Enterprise Partnerships and End Point Assessment Organisations to contribute towards their strategic plans.
4. To collaborate with main contractors to ensure the quality of our delivery is commensurate with negotiated contracted arrangements for delivery of relevant provision.

#### **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
- Retained Matrix Standard accreditation

#### **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: -

- ensure NLTG staff continue to develop their knowledge, skill and understanding to ensure they offer impartial, unbiased IAG to recipients of the service
- 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
- continue to provide effective and robust staff training

### **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**

## Appendix 1 How to Contact Us

	ACCESS TO NLTG IAG SERVICES						Response time	
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
Programme (Apprenticeship), Skills for Life Delivery team and Commercial Delivery teams and Administration and Finance								
Bradshawgate House 1 Oak Street Accrington BB5 1EQ Tel. No: 01254 397119 Fax: 01254 872432 website:www.nltg.co.uk e-mail: info@nltg.co.uk e-mail: sfl@nltg.co.uk	✓	✓		✓	✓	✓	1	3

	ACCESS TO NLTG IAG SERVICES						Response time	
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 5.00pm		Information can be supplied by NLTG	Enquirer has to be signposted to another source
Study Programme, Traineeships , JCP and Recruitment								
Old Bakery Grange Lane, Accrington BB5 2BU <b>Study Programme</b> Tel. No: 01254 392385 24/7 mobile no: 07548 562632  e-mail: SP.Hyndburn@nltg.co.uk 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: recruitment@nltg.co.uk website: <a href="http://www.nltg.co.uk">www.nltg.co.uk</a>	✓	✓	✓	✓	✓	✓	1	3
<b>Study Programme</b> 34 Brunswick Street Oldham OL1 1BU Tel. No:0161 537 1130 24/7 Mobile no: 07525 850957	✓	✓	✓	✓	✓	✓	1	3



e-mail: SP.Hyndburn@nltg.co.uk website: www.nltg.co.uk								
<b>Study Programme Bury</b> 3 Knowsley Place Bury BL9 0EJ Tel. No: 0161 264 1404 24/7 Mobile no: 07525 850450 e-mail: <a href="mailto:bury.sp@nltg.co.uk">bury.sp@nltg.co.uk</a> website: <a href="http://www.nltg.co.uk">www.nltg.co.uk</a>	✓	✓	✓	✓ Mon- Thurs	✓	✓	1	3