



## Information Advice and Guidance Policy

ALS offers Information, Advice and Guidance (IAG) services on an impartial and free basis to support and help everyone develop as lifelong learners and achieve their potential in their career of choice. When approached for IAG on areas outside of our expertise or apprenticeship offer we signpost learners to other local or national organisations who provide specialist services on those issues.

### **To implement this policy, we will:**

- Provide accurate and impartial information, advice and guidance to existing and potential learners and employers about the courses, qualifications and support services we offer.
- Provide accurate and impartial information, advice and guidance to our own staff about their rights, entitlements and responsibilities as employees, about staff development procedures and opportunities, about performance management and grievance procedures, and about opportunities to contribute to the organisations strategic planning.
- Provide a service which is free and confidential to the individual, and which meets the highest standards of equality of opportunity.

### **Definitions**

#### *Information*

Refers to the provision of factual information relating to learning and careers, but without exploring the relative merits of different options. Information can be imparted verbally by an advisor or by printed material, and the internet.

#### *Advice*

Requires more in-depth interaction with the learner. It includes the explanation of information and how to access and use the information.

#### *Guidance*

Involves an in-depth session or series of sessions between the learner and advisor, in which the advisor helps the learner through the process of making decisions about their options.

We can offer information on potential careers in various occupational sectors as well as signposts to other IAG service providers.

Referrals are made when an advisor recognises that the services of another organisation or agency would more effectively meet the needs of the learner. A referral can be made either internally within the organisation or externally to outside organisations. These can be within consortia or non-consortia partners. All referrals are in line with the Data Protection Act and other relevant policies.

### **The IAG Service**

This statement sets out the details of our IAG service as it applies to learners and employers. The purpose of this statement is to clarify what is on offer, and what someone can expect when using our service.



Who can use our services?

- Current learners who are enrolled on an apprenticeship programme.
- Enquirers and prospective learners who do not yet registered but are considering us as an option.
- Employers who want information about our programmes, courses, or about any bespoke training we may offer.

What can you expect from us?

- Accurate and impartial information, advice and guidance on the full range of services we offer. We offer information and advice on courses and qualifications available at ALS. If study elsewhere is more appropriate then we will, where possible, suggest alternatives.
- A service that conforms to national standards. This means that our service will be:
  - Accessible and Visible
  - Professional and Knowledgeable
  - Impartial
  - Responsive to your needs
  - Friendly and welcoming
- Equality of treatment. We aim to treat all our learners solely on the basis of their merits, abilities and potential; regardless of gender, colour, ethnicity, age, socioeconomic background, disability, religious or political beliefs, family circumstance, sexual orientation or any other irrelevant distinction. We recognise the rights of all learners to be able to have equal access to learning opportunities. Learners should discuss any individual issues with their Assessor who will know who to contact and how to help them. These individual issues may relate to a disability including Dyslexia, Dyspraxia or other needs diagnosed or undiagnosed.
- Confidentiality. In order to provide the best possible service to you we keep a record of your details, your educational record and your contact with us. This record can only be accessed by authorised personnel at ALS that need to see this information as part of their work. Please let us know if you do not want us to keep a record. We take all appropriate physical, technical and contractual measures to ensure that your information cannot be used by anyone outside of our organisation.

What do we expect from you?

- As much relevant information as you can give us so that we can answer your enquiry fully; for example, disclosing a disability or additional requirement to enable us to provide extra support if applicable.
- If you have any questions or concerns about your application, your enquiry, your course or your progress, we expect you to contact us as soon as possible in order to resolve the issue.
- We ask you to be open with us

#### **FEEDBACK, COMMENTS AND COMPLAINTS**

- We are committed to developing the quality of our services and we regularly seek the views of our learners to find out how far they are satisfied with the courses and support provided.



- We welcome any comments you have which may help us to improve our services. If you are a learner with us you can pass your comments directly to your Assessor or to any senior manager or member of staff.
- If you are not yet a learner you can contact us via email at [information@alstraining.org.uk](mailto:information@alstraining.org.uk)
- We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with our complaints procedure.

## **THE SERVICES WE OFFER**

1. Help with choosing the right course of study and/or qualification
2. Website or printed information about our courses and qualifications and the services provided to learners. This information is regularly updated.
3. Access to our Employer Engagement Team, who can provide you with more information about the study options open to you.
4. Detailed information and advice about the cost of study and any financial support that may be available to you.

### **Help with starting your qualification**

- We will provide you with information about the enrolment process.
- We will provide you with a comprehensive induction programme. This induction process is carried out by specialist staff and is very important because it informs learners about their learning programme, resources, facilities and procedures. During induction we will ensure that you are fully advised and/ or provided with the following:
  - learner handbook and programme details
  - the name of your tutor and assessor
  - safety, fire regulations and the evacuation procedures
  - health and safety information
  - procedure for notifying absence
  - appeals and disciplinary procedures
  - summary of the programme and qualification you are undertaking and for which you will have had an initial assessment
  - Your learning programme, and how it will be assessed
  - Learning support available to you
  - Support, welfare and advice services available to you

### **Learning Support**

Learners at all levels can be helped in a variety of ways for example: study skills, ICT, assignment or project writing. Whatever the need we can help, or we know someone who you can contact.

### **Initial Assessments**

All learners are offered initial assessment. Learners are assessed in maths and English to identify whether those skills are at the standard required for their chosen course and, where appropriate,



are offered additional support. All learners are assessed to ensure that we are able to respond appropriately to individual needs. Learners who are concerned about their current level of maths, English or digital skills can ask for help including on-line support.

### **Support during your Studies**

We will provide on-going advice and guidance throughout your time with us in order to assist your learning and your personal development. This will include:

- Course-based support from your assessor/tutor.
- Guidance on arrangements for assessment.
- Information, advice, and guidance to enable you to plan your personal, educational and career development.
- Reasonable adjustment and study support to facilitate your studies if you have a disability or additional requirements.

On broader issues including:

- Personal relationships, health and drug or alcohol support we will signpost clients to specialist agencies with relevant expertise.

### **HELP WITH MOVING ON**

We will provide help and support to enable you to choose what you will do next. This may include:

- Discussing with you and investigating the opportunity for promotion or alternative job opportunities at the company you currently work for
- Support from staff that can provide you with more information about options beyond your present study, whether it is progression to another course of study, progression in employment or higher education (university).
- Information, advice and guidance about the job-seeking process including CVs and completing application forms, preparing for internal or external interviews, and looking for job vacancies.