



Performance Through People

INFORMATION, ADVICE & GUIDANCE (IAG) POLICY

This policy is dated 1st June 2016. It will be kept up to date as our business changes and in line with external requirements. It will be reviewed and updated as necessary, a minimum of once per year.

Rob Colbourne
MANAGING DIRECTOR

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INTRODUCTION

SCOPE

This policy applies to all of the learners and its prospective learners on all learning programmes with PTP.

DEFINITIONS

'Information advice and guidance' denotes a range of impartial guidance activities and processes that can support choices made by learners, the key elements of which are defined as follows:

Information within the context of the IAG service means the provision of information on learning and work, without any discussion about the relative merits of the options through:

- printed material such as leaflets;
- audio-visual materials such as videos;
- computer software on CD-Rom or via the internet; and
- verbal information to the learner on a face basis or through local or national help line services

Advice requires more interaction with the learner, usually on a one to one basis. It may require explanation of some of the information provided, how to access and use information, and a recognition of when more in-depth services may be required by the learner.

Guidance is an in-depth interview or other activity conducted by a trained adviser which helps clients to explore a range of options, to relate information to their own needs and circumstances to make decisions about their career (i.e. their progression in learning and work).

1. POLICY STATEMENT

It is the policy of PTP Training Limited (T/A Performance Through People), hereafter referred to as PTP, to ensure that all learners and prospective learners have access to high quality impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed in life. The support and guidance we will offer our learners will assist in ensuring the achievement and retention of all learners irrespective of their individual needs. We will work proactively with Employers, Sub-Contractors, Parents/Carers and other External Agencies to guide the learners and promote an ethos of Lifelong Learning within our own organisation and those we work with.

It is PTP's policy to deliver our service in accordance with the nationally recognised matrix quality standard (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:

- ✓ Our learners deserve the right to confidentiality to protect their interests.
- ✓ By guaranteeing confidentiality, we safeguard the services of giving Advice & Guidance.

PTP 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.

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.



Rob Colbourne
Managing Director

2. IAG – ROLES & RESPONSIBILITIES

2a. Managing Director

Has overall and final responsibility for IAG in the company in terms of the service to current, new and potential learners. In particular the MD assumes responsibility for:

- Keeping under review the PTP IAG Policy
- Allocating resources for IAG services
- Maintaining the organisation for the successful implementation and monitoring of the PTP IAG Policy

2b. Line Managers

- Monitor the IAG service delivered in their Dept/Sector
- Ensure that staff are adequately inducted and trained in IAG
- Help develop better processes
- Help shape policy

2c. Quality Co-ordinator

- Agrees IAG improvement plans
- Informs and advises PTP via the MD
- Quality Assures all IAG procedures and documents
- Supports the Supply Chain Manager in reviewing the quality of IAG arrangements with sub-contractors
- Develops better processes
- Shapes policy

2d. SHED Committee

- Maintain communication with departments on any changes in policy, regarding Health and Safety and Safeguarding that might impact upon IAG provision
- Help shape policy

2e. HR Co-ordinator

- Manages staff training and ensures access to CPD
- Informs and advises PTP via the SMT
- Helps develop better processes
- Helps shape policy

2f. Business Development & Delivery Staff

- Deliver the service
- Take part in CPD
- Help develop better processes
- Help shape policy

2g. Receptionists/Administrators

- Provides basic information
- Refer customers to the relevant Dept/Sector
- Help develop better processes
- Help shape policy

3. ARRANGEMENTS

3a. Statement of Service

PTP will display its statement of service within the learner handbook and on the website. Copies will be made available to potential learners in each training centre and will be emailed to learners on request.

The statement of service will provide the following details:

- Information on the service we can provide
- How to contact us
- Access to our service
- Improving our service
- Codes of practice

The statement of service will be reviewed annually in line with the IAG Policy.

3b. IAG Policy Statement

PTP will display its IAG Policy Statement in each training centre and on the website and will be available on request.

4. MANAGEMENT OF IAG

4a. Currency

All information and resources whether paper based or electronic will be checked regularly to ensure that they are up to date. Regular contact with partners will further ensure that information is updated.

4b. Equality & Diversity

PTP will ensure that all resources will be checked regularly and that they comply with our Equality & Diversity Policy.

4c. Evaluation

PTP will:

- Endeavour to collect written feedback about the service
- Use the information received in feedback to improve the services available.

4d. Compliments, Concerns, Suggestions and Complaints

PTP will:

- Treat complaints and compliments about our service in a serious and respectful way.
- Comply with the Complaints Procedure.
- Discuss the nature of complaints and compliments at regular quality meetings.
- Use complaints and other feedback to inform the annual Self Assessment Report.
- Refer any unresolved complaints to the MD.

4e. Referrals

Staff offering Information, Advice or Guidance services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate, and adhere to the principles and policies of equality of opportunity and confidentiality. Referral will occur when another provider offers information or services that better meet the learner's needs.

Where it is believed that a learner would benefit from referral to another organisation the learner should be clearly informed of:

- The reason for the referral and the specific area of expertise of the agency to which they are being referred.
- The contact details of the agency to which they are referred.

Learners can either contact organisations themselves or PTP will undertake this role on their behalf. If staff carry out the latter, an IAG Confidential Referral Form should be completed and kept at a central point.

4f. Confidentiality

PTP staff delivering Information, Advice or Guidance aim to ensure that the procedures they adopt in the utilisation of confidential information comply with the legal framework provided by the Data Protection Act 1998 and the Human Rights Act 1998 and the guidance provided in the Data Protection Policy.

All information gathered in the course of discussion with an individual should be regarded as confidential. Any limitations with regard to confidentiality should be made absolutely clear to the learner at the earliest possible stage. The limitation operating in PTP is where a learner discloses information that leads staff to believe that the learner or others may be at risk of significant physical, sexual or emotional harm or neglect.

In other cases where staff consider it useful to the learner to disclose information revealed in confidence by a learner to a 3rd party, staff will gain informed consent from the learner to do so. Learners will be given the opportunity to provide feedback on the service they have received without identifying themselves.

Further details are available within PTP's **Learner Confidentiality Policy Statement** which is displayed in each PTP Training Centre and on the PTP website. Copies are available on request.

5. STAFF TRAINING

All staff will receive IAG training and CPD as follows:

	All Staff	Receptionists	Business Development and Delivery Staff
IAG Awareness Training (within induction period) via intranet	√	√	√
Observations of IAG			√
IAG level 3			√ *
IAG level 4			√ *

*PTP's aim is for 100% of Business Development and 30% of Delivery staff to be qualified to a minimum of Level 3 IAG in order to:

- support and develop learners and other staff
- support and develop the PTP IAG service

Our Principles for IAG Services

Our service is delivered in accordance with the nationally recognised matrix quality standard (www.matrixstandard.com) and we adhere to the following principles:

Accessible and Visible

IAG services should be recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit clients' needs

Professional and Knowledgeable

IAG frontline staff should have the skills and knowledge to identify quickly and effectively the client's needs. They should have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision

Effective Connections

Links between IAG services should be clear from the client's perspective. Where necessary, clients are supported in their transition between services

Availability, Quality and Delivery of IAG services

IAG services should be targeted at the needs of clients, and be informed by social and economic priorities at local, regional and national levels

Diversity

The range of IAG services will reflect the diversity of clients' needs

Impartial

IAG services should support clients to make informed decisions about learning and work based on the client's needs and circumstances

Responsive

IAG services should reflect clients' present and future needs

Friendly

IAG services should encourage clients to engage successfully with the service

Enabling

IAG services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications for both learning and work in their future career plans

Awareness

Clients should be aware of the IAG services that are relevant to them, and have well informed expectations of those services.

These principles will be displayed in PTP's Training Centres and on the PTP website. Copies are available on request.