

INFORMATION, ADVICE AND GUIDANCE POLICY

Introduction

Interactive Business Ltd aims to help all learners fulfil their potential and experience success through an educational environment, which responds to individual need and stimulates and challenges each and every learner. The processes of informing, advising and guiding learners are accorded a high priority and are seen as crucial in preparing learners to make decisions regarding the opportunities and challenges of adult and working life.

Collaboration

Interactive Business Ltd works collaboratively with a range of organisations to enhance its course programme offer to learners. We are committed to developing quality IAG provision in agreement with our partners, to ensure that the best range of progression opportunities are available and that consistency of delivery ensures all learners receive impartial high quality IAG.

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes. The following definitions have been used:

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact (individual, group, class etc), written/printed matter, telephone help lines, ICT, software, websites etc.

Advice – This involves:

- helping a learner understand and interpret information
- providing information and answers to questions and clarifying misunderstandings
- understanding their circumstances, abilities and targets
- advising on options or how to follow a given course of action
- identifying needs - signposting and referring learners who may need more in - depth guidance and support.

Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance – Guidance aims to support learners to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some learners and referral for specialist guidance and support. This involves more in-depth one-to-one work. Guidance usually involves the exploration of learner's circumstances - their ideas, values, needs and beliefs in relation to opportunities or issues that are confronting or confusing them.

Entitlement

Learners are entitled to:

- investigate learning and career opportunities
- make informed judgements about learning and career options
- understand how these choices will help achieve their aspirations
- successfully manage key transition points
- develop aspirations through the guided use of an individual learning plan (ILP)
- gain an understanding of the world of work and enterprise.

Learners, parents/carers and others will be made aware of this entitlement through tutorial sessions, website, information days & evenings.

Delivery of the entitlement

The delivery of this entitlement is underpinned by the following values:

- Impartiality
- Confidentiality
- Ownership by the learner
- Equality of opportunity
- Transparency
- Accessibility

IAG is available to learners at a time, in a format and style which is appropriate to their needs. Learners receive impartial IAG in both formal and informal settings with Interactive, Connexions service and other agencies. Careers education, citizenship and one-to-one guidance interviews and group sessions are available to all. Learners also have access to resources, publications, specialist advice and if required counselling on personal issues.

In-depth guidance on personal, learning and work issues is provided by the Interactive and where appropriate the Connexions Personal Adviser.

Individual learning planning

All learner should be undertaking individual action planning relating to their proposed aspirations and goals.

Connexions Personal Advisers (in the appropriate programmes) complete a Careers Action Plan when there is a 1:1 intervention.

Management and co-ordination

IAG is a whole responsibility by everyone at Interactive. The Directors and Tutors undertake all the comprehensive procedures to ensure all elements of IAG are covered. Connexions personal advisors (on appropriate course programmes) are also responsible for following the same comprehensive procedures.