



Information, Advice and Guidance Policy

Policy Statement

Creative Alliance is committed to helping all learners fulfil their potential and experience success through an educational and training environment which responds to individual needs and that stimulates and challenges every learner. In doing so, Creative Alliance places a high priority on informing, advising and guiding all clients and learners in their decisions in respect of the opportunities and challenges faced within the work-based learning sector.

Aim

The aim of this policy is to improve the progression, success and employability of all Creative Alliance learners through access to high quality Information, Advice and Guidance and learning opportunities.

IAG Delivery

This policy applies to all clients and enquiring, enrolled or past learners with Creative Alliance. 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 apply:

Information – data on opportunities conveyed through different media, face-to-face contact, written/printed matter, via telephone, ICT software, and websites.

Advice – this involves:

- Helping learners and employers understand and interpret information
- Providing information and answers to questions and clarifying misunderstandings
- Understanding learner 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

Guidance – aims to support learners and employers to:

- Better understand the learners and their needs
- Confront barriers to understanding, learning and progression
- Resolve issues and conflicts
- Develop new perspectives and solutions to problems
- Achieve their potential

Staff who conduct sign-up and induction of learners are responsible for ensuring those learners and their employers understand the details and requirements of their apprenticeship, the location and access to resources providing information, advice and guidance, and the arrangements for support, information and advice, to include relevant staff, limitations of service and confidentiality.

All staff delivering learning have a responsibility to provide IAG about progression opportunities whilst a learner is on programme. This includes progression into employment and / or further programmes of learning.

Limitations

Creative Alliance are specialists in our own provision and in-house support. Where appropriate, we will refer learners and or potential learners to relevant options and or services externally.

Key Principles

Creative Alliance applies the following key principles in respect of its policy on IAG:

Impartiality – Learners have the right to IAG that is impartial, unbiased and realistic. As such, Creative Alliance aims to support learners to make informed choices about the options that are available to them: apprenticeships with ourselves or others, other learning provision including traineeships and adult skills programmes and higher education options. This will include a consideration of progression routes. The service is based upon best practice and the needs, interests and circumstances of learners. Where appropriate, Creative Alliance may make referrals to external agencies.

Accessibility and Visibility – Access to IAG should be free from direct and indirect discrimination. Creative Alliance is committed to providing IAG that is recognised and trusted by clients and learners, is signposted and made available to all at times and circumstances which meet learner needs.

Professional and Knowledgeable – Staff should have the ability to quickly and effectively identify learner needs. They should have the skills and knowledge to either, address those needs, or refer / signpost them to suitable alternative provision. Creative Alliance is committed, through business planning, staff training and development and best practice, to ensuring its staff have the skills required to provide high quality IAG to clients and learners.

Effective Connections (Integrated) – Regardless of the learners' study programme or location, links between IAG services should be clear from their perspective. Where appropriate, Creative Alliance is committed to supporting the learner through signposting and transition between services.

Enabling – Creative Alliance is committed to engaging and supporting learners to become life-long learners, providing IAG which allows and supports them to explore and plan their careers through access to and use of information.

Aware of, and responsive to Diversity – The range of IAG available should reflect the diversity of learner's present and future needs. Creative Alliance recognises the individuality of learners and is committed to providing IAG which reflects this.

Availability, Quality and Delivery – IAG within Creative Alliance is targeted towards the needs of its learners, with all IAG interventions being recorded and audited to ensure quality.

Awareness – Creative Alliance is committed to ensuring that all learners are aware that IAG is available to them and to have informed expectations thereof.

Patient and Friendly – Creative Alliance aims to provide IAG which encourages learners to successfully engage with its service provision.

Creative Alliance is committed to supporting all staff providing IAG and working under the above principles.

Equality, Diversity and Inclusion

Creative Alliance is committed to all people, irrespective of their background, who are seeking an opportunity to embark on a programme of learning, from basic to advanced level, for social, academic or vocational reasons.

Creative Alliance is therefore committed to the promotion and development of equality, diversity and inclusion. It aims to provide a safe, positive working and learning environment which values individuals equally regardless of age, disability, race, gender, sexual orientation, gender reassignment, religion, belief, pregnancy or maternity.

IAG will promote learner choice, based upon interests and potential, and will challenge stereotyping or discrimination where encountered.

Safeguarding

Creative Alliance has regard to the broader issues of the general health and well-being of its learners. Staff are trained in Safeguarding, and the company's Safeguarding procedures (including observing its Prevent duties) are embedded within staff practice.

Networking

Creative Alliance works collaboratively with a range of providers within the West Midlands in order to improve and enhance its service provision. It is an active member of the Birmingham and Solihull Training Providers Network and participates in peer review and learning and has connections to the other Provider Networks across the Midlands. It is committed to developing high quality IAG provision in agreement with its partners to ensure that the best range of progression opportunities are available for learners, with consistency of delivery ensuring that all clients and learners receive high quality and impartial IAG.

This policy has been produced to ensure that Creative Alliance is able to make a positive difference for, with and on behalf, of learners. The policy takes account of current best practice emanating from national standards. Creative Alliance networks with IAG providers who offer IAG services to adults in learning and work settings which enables us to share good practice, update resources and ultimately improve the IAG support we provide to clients and learners.

Contact Details

To book an IAG appointment, contact Ellie Dearn or Hasan Khan on 0121 753 0049 or email ellie@creativealliance.org.uk or Hasan@creativealliance.org.uk or please speak your Development Coach.

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