


POLICY DOCUMENT

• Information, Advice and Guidance (IAG) Policy

Name of Policy	Date Effective	Review Date	Signature
Information, Advice and Guidance Policy	05 September 2022	05 September 2023	

Policy Statement

FW Solutions Ltd aims to help all students fulfil their potential and experience success through an educational environment, which responds to individual needs 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. The purpose of this policy is to set out the Information, Advice and Guidance services FW Solutions commits to provide to potential and current learners, parents of learners under the age of 18, staff and employers. The policy is designed to ensure consistent, effective and fair treatment for all. This policy has been impact assessed to ensure that it does not adversely affect staff on the grounds of sex, transgender, marital or civil partnership status, racial group, nationality, sexual orientation, religion or belief disability or age. The policy should be read in conjunction with FW Solutions policies and procedures including the equality policy, confidentiality policy and data protection policy.

Collaboration

FW Solutions Ltd works collaboratively with a range of partners within the learner communities in Yorkshire and the North of England to enhance the service we offer to learners. FW Solutions Ltd is committed to developing quality IAG provision in agreement with its 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. IAG is available on a one to one basis at school events, recruitment to an apprenticeship role, from Head Office personnel and at any time during the programme of study.

Advice - This involves:

- Helping a learner understand and interpret information.

• Information, Advice and Guidance (IAG) Policy

- 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, learners 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 support that can explore a learner's circumstances in relation to opportunities or issues that may be 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).

Delivery of the 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.

POLICY DOCUMENT

• Information, Advice and Guidance (IAG) Policy

Confidentiality

FW Solutions Ltd offers confidentiality. Any sensitive information given will not be passed on except in very rare circumstances where this is necessary to protect a vulnerable person from harm, or to comply with the law. In such circumstances, the information will only be passed on as permitted in this policy and in line with GDPR. Wherever possible and appropriate the person will be informed that this action has been taken.

Equality of opportunity

We actively work to ensure that all clients/learners are given equal access to our service. We approach individual clients and businesses etc. without prejudice or agenda.

Management and co-ordination

Information Advice and Guidance is the responsibility of all members of staff employed or retained by FW Solutions Ltd, but is managed, co-ordinated and delivered in the following ways:

List of key partners

- Schools, colleges, sixth forms
- LEP
- YLP
- Employment and Skills departments
- ESFA
- OFSTED
- Leeds Apprenticeship Hub

Roles and responsibilities

The roles and responsibilities of the staff within FW Solutions Ltd is important to the delivery of information advice and guidance and to ensure that the service is delivered to the highest standards, below is a breakdown of all members of staff who are involved with the successful delivery of IAG.

Directors: To oversee all delivery of IAG within the company and to ensure that all standards are met

TDOs: To ensure that “learner facing” IAG is impartial, correct and fit for purpose. To signpost learners where necessary. To involve TLCs with a Specialist Area (e.g., SEN-Co) in the IAG process when needed.

POLICY DOCUMENT

• Information, Advice and Guidance (IAG) Policy

Learner and Employer Engagement Team (Business Development) – to give accurate IAG to learners and employers engaging in training and development (e.g., apprenticeships) and that are beginning their learner or employer journey.

Administration Team: To ensure that all IAG that being delivered is up to date and all centre information is correct. To ensure the Company website it accurate and up to date

Monitoring, review and evaluation

This policy will be monitored, reviewed and evaluated in the following ways:

- Self-assessment processes.
- Analysis of qualitative and quantitative data in relation to recruitment, retention, progression and satisfaction
- IAG evaluation system
- Staff Supervision and Appraisal System
- Review of policy every 12 months

Contravention of this policy

Failure to comply with any of the requirements of this policy is a disciplinary offence and may result in disciplinary action being taken under the Company's disciplinary procedure. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in the employee's summary dismissal.

Policy Review

Overall responsibility for this Information, Advice and Guidance Policy within FW Solutions Ltd and the implementation thereof lies with Lesley Rimmington, Quality Director.

This policy will be reviewed annually by Lesley Rimmington, Quality Director, Rebecca Warden, Business Development Director and Janet Williams, Office Manager.

This Information, Advice and Guidance Policy is Version 6 and was amended and adopted on 05/09/2022.

This Information, Advice and Guidance Policy is due to be reviewed on 05/09/2023

POLICY DOCUMENT

- **Information, Advice and Guidance (IAG) Policy**
