

Information, Advice and Guidance Policy and Procedure (GWHR25)

This policy applies to all Groundwork South and North Tyneside, TEN North East and Windmill (hereafter referred to as Groundwork) staff, learners, service users and volunteers.

Effective IAG is essential for enabling individuals to take responsibility for their life choices and to progress in learning and work. Good careers advice is critical if people are to raise their aspirations and capitalise on the opportunities available to them. Groundwork is committed to ensuring that everyone who accesses our services are supported in making informed choices about their future.

Our IAG mission for service users:-

- All service users will have access to good quality information and advice around future learning and labour market opportunities
- Our staff will be suitably trained to deliver our services and support diverse needs.
- We will tailor our services to meet individual needs, fully embedding equality and diversity considerations
- We will ensure service users understand enough about the world of work to know what skills they need to succeed in getting and keeping a job
- We will use career and local labour market information to inform our services, ensuring our provision is relevant and supports individual progression
- Our curriculum based learning will be linked to careers advice and guidance, ensuring our offer meets learner needs and the demands of employers
- We will advise on work experience opportunities to help explore career opportunities and expand networks

Our IAG Mission for staff:-

- Our staff and potential employees will receive accurate information, guidance and advice on recruitment, selection and induction.
- We will provide ongoing support through one to one meetings, annual appraisals, development observations and staff development.

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Review Date: February 2022

- We will also provide relevant development and opportunities information, advice and guidance as well information on pension, retirement and redundancy.

R2W College:-

This IAG Policy reflects current legislation, in particular the Ofsted Inspection framework 2022 and the Gatsby Benchmarks of Good Career Guidance 2014. Our key action is that learners have access to impartial IAG. The Raising of the Participation Age is now fully implemented therefore learners have to stay in education or training until their eighteenth birthday and R2W College has a responsibility to track their progressions and record their destinations.

Our policy is to ensure IAG covers a range of activities and interventions that will help our learners to become more self-reliant and better positioned to manage their personal and career development. This includes embedding personalisation of learning into their ILP (Individual Learning Plan) and program of learning.

Quality Assurance and Evaluation

The provision of IAG services will be quality assured and evaluated through:-

- The collection and analysis of participant/stakeholder feedback and satisfaction surveys
- Analysis of key performance data in respect of learner retention achievement and progression.
- Success rates (achievement, job sustainability, increased confidence to learn and develop)
- Feedback and coaching following IAG observations and Learning Walks where areas for improvement have been identified.
- QAC Group will receive feedback of observations/Learning Walks
- Staff qualifications and skills matrix
- File audits
- Continuation of Matrix Awards accreditation
- SAR Process
- External inspection and audit process including Ofsted, ESFA, Prime Contractors, Awarding Bodies and Funding Bodies.