



## **INFORMATION, ADVICE AND GUIDANCE POLICY**

This Policy should be read in conjunction with other Twin Employment and Training (TET) policies and procedures including: Equality and Diversity policy, Information security policy, Safeguarding Children and Vulnerable Adults policy, Complaints and Appeals policy.

### **Twin Employment and Training vision and values for IAG**

Twin Employment and Training aim to provide high quality, impartial, information, advice and guidance services which promote the value of learning to current, perspective learners, employers or other organisations representing current or prospective learners. The IAG services support Twin's values in that its staff are passionate enabling our learners to reach their potential. We believe that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation. We value new ideas and approaches and seek new opportunities and solutions to meeting the IAG needs and demands of our learners, employers and the local community whilst supporting national and regional education and economic strategies. We deliver customer service to a high standard using robust systems and processes and a positive supportive outlook. We encourage and celebrate creativity and we are supportive of learning from all that we do. We work smarter and not harder. Constantly try to improve processes and systems.

### **Our Service**

Twin Employment and Training is committed to create an IAG experience for the learners that is:

- Outstanding and delivered in an excellent environment.
- Aspirational, designed to inspire and motivate.
- Personalised to suit the learners.
- Planned to guide learners on to the right courses, jobs and to support and stretch them.
- Developing self-confidence.
- Coaching them to be successful and progress on to their next steps.



## **All learners are entitled to a service that is:**

### **1. Accessible and Visible**

Access to IAG should be free from direct or indirect discrimination. Services should be recognised and trusted by learners, have convenient range of entry points from which learners may be signposted or referred to the services they need, and be open at times and in places which suit learners' needs. IAG is also provided on Twin's website and marketing material and is available free of charge to any individual on request.

### **2. Professional and Knowledgeable**

IAG frontline staff should have the skills and knowledge to identify the client's needs quickly and effectively. They should have the skills and knowledge either to address the clients' needs or to signpost or to refer them to suitable alternative provision. The learning and development needs of Twin Employment and Training IAG services is identified during the business planning and staff appraisal processes, alongside national priorities. The identified needs include professional and subject updating via long and short external courses and conferences, leadership and management, employability skills and other developmental activities.

### **3. Impartial**

Learners have the right to information, advice and guidance that is impartial, unbiased and realistic.

### **4. Integrated**

Links between IAG services should be clear from the learners' perspective, regardless of the programme or location of their study. Where necessary, learners will be supported in their transition between services.

### **5. Aware of, and responsive to Diversity**

The range of IAG services should reflect the diversity of learners' needs and reflect both learners' present and future needs.

### **6. European General Data Protection Regulation 2018 (GDPR18) compliant**

The service complies with all requirements of GDPR18. We, at all times, safeguard the confidentiality and privacy of our learners. We do not give personal details to other people without asking our learners first.

### **7. Enabling**

Enquirers, learners, parents, employers, staff and partners should be able to make informed choices about ways in which Twin Employment and Training can meet their individual training and development needs. IAG services should encourage and support learners to access

and use information to plan their careers, supporting learners to explore the implications of both learning and work in their future career plans.

### **8. Welcoming, Friendly**

IAG services should encourage learners to engage successfully with the service.

Learners are made aware of the service through Twin's website and marketing material.

During Induction learners will be visited in their groups by members of the IAG team who introduce themselves and explain the nature of their services.

### **IAG Delivery**

This policy applies to all enquiring, enrolled and past learners at Twin Employment and Training. 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, Written/printed matter, telephone, ICT software, and websites.

**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 provided on a one-to-one basis as well as in groups.

**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 by guidance trained staff.

Twin employment and Training service offer includes several elements that relate to IAG including, soft skills development relating to work-readiness, C.V. writing, preparation for interviews and safeguarding. There is also significant IAG taking



place within the ILP process and the interventions offered to learners.

In line with the IAG defined above, Twin Employment and Training will provide assistance relating to:

- The range of support available at Twin Employment and Training.
- Course entry criteria, qualifications, accreditation and modes of study.
- Impartial careers advice and guidance.
- Personal goals, aspirations and motivation while on course.
- Guidance to its current learners to discuss progression.

## **Key Personnel**

Key personnel of the processes are:

- Chief Operating Officer
- Head of Operations.
- Contracts and Supply Chain Manager.
- Business Managers.
- Quality Officer.

## **IAG Advisory Team**

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Our experience.

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### **Assessment Review and Evaluation**

To ensure a high quality of IAG service, TET will regularly evaluate its provision to ensure that:

- The information, advice and guidance services are delivered in accordance with TET's own IAG Policy.
- The information, advice and guidance services are delivered in accordance with National Standards.
- The information, advice and guidance services are delivered in accordance with the MATRIX quality standard.
- The information, advice and guidance services adhere to OFSTED framework

### **Impact**

Impact data for IAG is collected in a number of ways including MIS data on the performance of learners who receive IAG, learner feedback forms and also a number of surveys to capture the views of learners and inform further our delivery. This information feeds into TET's self-assessment process at the end of the academic year and informs our quality improvement plan.