

INFORMATION, ADVICE AND GUIDANCE POLICY

Purpose

The purpose of this policy is to ensure that all learners and potential learners have access to high quality impartial information, advice and guidance (IAG) services, which is recorded and monitored in accordance with the requirements of the Matrix standard and the Skills Funding Agency.

Principles

Port Training Services (PTS) IAG Policy and practice aim to benefit learners and potential learners by:

- Delivering the service in a planned and coherently managed way.
- Offering an accessible service that promotes equality of opportunity for individuals and groups.
- Ensuring learners and potential learners receive a high quality, impartial service which is appropriate to their individual needs.

Scope

The policy applies to all service users of PTS (i.e.: learners, clients, employers)

Responsibilities:

The overall strategic management of IAG is the responsibility Business Manager – Port Logistics. The delivery of Information is the responsibility of IAG staff, front line staff and assessors / instructors. Referrals and signposting of specialist subject advice and guidance is the responsibility of IAG staff and assessors / instructors, through appropriate referral routes.

Definitions:

Information:

Information is data conveyed via contact through face-to-face, individual, group or class interaction, which is verbalised, written or printed, through different media including booklets, ICT software, and websites and so on. Face to face interaction can be via video conferencing.

Advice:

Advice can be:

- Helping learners to understand and interpret information
- Providing information and answers to questions
- Clarifying misunderstandings
- Advising candidates and learners on their options or how to go about a given course of action
- Identifying needs and signposting or referring candidates and learners who may need more in-depth guidance and support.

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 and be able to better manage their lives and achieve their learning potential.

Confidentiality

Learners, potential learners and service users accessing PTS have the right to access IAG to support them to achieve their learning goals.

The IAG given may therefore involve confidential / sensitive information. This could be given verbally, through service referrals or in documented information. PTS will ensure all staff providing IAG give the appropriate level of care in communication and ensure secure storage of confidential information relating to the individual. All staff and tutors are governed by Port Training Services Confidentiality and Data Protection policies.

Aims

Through the delivery of our IAG policy and practice PTS will ensure that:

- Strategic aims and objectives are identified, and targets established for the development and delivery of the service, for the continual development and quality assurance of the IAG service.
- Effective and systematic referral routes are agreed and established with partner agencies to enable all learners and potential learners to access specialist Advice and Guidance services delivered through other providers.
- All staff and tutors are aware of IAG and how it can be accessed, and all learners / potential learners know how to request the service.
- Pre-course IAG is easily and quickly accessible to all learners.
- IAG is available throughout all stages of learning from initial discussion to enrolment, throughout the qualification and following completion when considering next steps to learning / employment.
- IAG is appropriate to the individual's or group's identified needs, tailored to their requirements with specialist referrals made where required.
- The delivery of IAG is recorded and monitored, in line with the requirement of the Matrix standard and the ESFA. and confidential information stored in line with PTS confidentiality and data protection policies and procedures.
- A comprehensive, up to date and wide range of resources is maintained which is verbalised, written or printed, through different media including booklets, ICT software, and websites and so on.
- Access to professional development ensures that staff are suitably trained and competent to deliver the service, or signpost to specialist services where required.
- Evaluation of the service is undertaken regularly in order to inform continuous improvement and quality service provision.

Delivery

IAG will be delivered in a variety of ways:

- Information and signposting through PTS staff – resources.
- Information and signposting by assessors / instructors to learners on their courses.
- Referrals from front line staff and assessors / instructors to the IAG staff / service.
- Visits by IAG staff to groups and individuals, particularly those from underrepresented groups.
- Through promotional events.
- Effective referral to third party providers, for further advice and guidance services

- Staff appraisals.

Useful resources:

Below is a list of useful websites to support the access of information advice and guidance. This is just a snapshot of resources available and further information can be resourced through liaising with Northumberland County Council and local colleges.

Find services - Healthwatch Northumberland	Here you can find information about where to go for medical help and attention, with details of Northumberland's urgent and emergency care services. There are links to information about care homes and other social services and a directory of useful websites.
Home - Northumberland Domestic Abuse Services (nda.services)	raising awareness within communities and in wider society, to challenge abusive behaviours, tackle stigma and shift norms around violence and abuse.
Family Services Directory Northumberland Fire and Rescue Service (NFRS) - Community Safety Department (fsd.org.uk)	The Community Safety Department delivers a range of initiatives with the aim of improving the safety of Northumberland's residents
Counselling in Northumberland - Counselling Directory (counselling-directory.org.uk)	Counselling in Northumberland
Northumberland Care Services Directory by Care Choices Ltd - Issuu	The comprehensive guide to choosing and paying for care in Northumberland
Women's Aid Directory - Women's Aid (womensaid.org.uk)	directory contains up to date information about domestic abuse support services across the UK
Citizens Advice Northumberland - Free, confidential and impartial advice	Citizens Advice Northumberland
Northumberland County Council - Children, young people & families	Children's services departments contact details
Northumberland County Council - Home	Adult services departments contact details
Home (northumberlandiass.org.uk)	We are a free, confidential and impartial service for children and young people (up to 25 years) with special educational needs or disabilities (SEND), and their parents and carers.
Frontline (northumberlandfrontline.org.uk)	Various links to support groups and agencies

