

Information Advice and Guidance (IAG) Policy

Policy Statement:

Skillnet as an approved ESFA, SDS and Welsh training provider of apprenticeship training seek to provide appropriate and impartial information advice and guidance services to all potential learners, current learners, and employers.

Scope

Skillnet will provide guidance during key stages of the learning journey include:

- Initial contact
- Recruitment
- Learning
- On completion of learning and exit from programme

Policy Aims and Objectives:

1. To provide impartial information advice and guidance to potential learners, existing learners, employers and parents which results in:
 - Retention and achievement rates of over 85%
 - Applicant satisfaction survey results in excess of 90%
 - Learner satisfaction results in excess of 90%
 - Employer satisfaction survey results in excess of 90%
2. All learners will:
 - Receive an individual interview during which they will receive career information, advice and guidance surrounding appropriate apprenticeship opportunities open to them that support their career aspirations
 - Undertake a robust initial assessment, that supports the development of an individual learning plan
 - Agree an individual learning plan that accounts for individual learning needs
 - Have their progress reviewed at least every 8 weeks at a minimum and be offered impartial IAG and referral advice
 - Receive IAG information on progression and career development advice during the last 3 months of their training programme

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Skillnet Information Advice and Guidance Service:

Skillnet aims to provide all applicants and learners with free and impartial career information advice and guidance. IAG is embedded within all Skillnet training programmes and delivered over the following stages including GATSBY benchmarks:

1. As part of the initial application process in order to assist applicants in making an informed choice of suitable Skillnet training programmes and referring applicants who do not currently meet the Skillnet eligibility and/or entry requirements to other training opportunities that support their career aspirations
2. At the Initial assessment stage to assess skill level and suitability and give applicants the opportunity to experience the work setting and location and help them decide if it meets their needs
3. During work experience, if offered, when we assist applicants make an informed choice about the employment opportunity
4. At the beginning of all Skillnet programmes via a comprehensive induction process and the use of further diagnostic assessments to agree appropriate and individual learning plans
5. At the induction and enrolment of all Skillnet programmes via a comprehensive induction process and the use of initial assessment to agree appropriate and individual learning plans
6. During training as part of Skillnet's strategy to retain learners, on programmes, and to appropriate and ongoing guidance that provides learners with the best opportunity to complete the agreed qualifications and achieve both their career and personal aspirations
7. On exit from all Skillnet programmes to support learners to progress within employment, higher education, or to further advance their career prospects

Skillnet provides the following resources in respect of delivery of the IAG service:

1. Information on the opportunities available across all programmes
2. Guidance on the recommended provision following an assessment of training needs
3. Pastoral support and guidance whilst on programme to assist retention of learners and support their personal development
4. Information available from each of our colleges and other partners on additional support available
5. Information and advice on a range of training opportunities available to support progression upon completing a Skillnet programme
6. Staff with the skills, knowledge and experience to offer impartial advice and guidance

Responsibilities:

Whilst the majority of staff have direct contact with learners and/or their parents and guardians are responsible for delivering relevant and impartial IAG there are key areas of responsibility. Skillnet Recruitment Consultants and Skills Coaches are responsible for

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providing information advice and guidance to prospective applicants upon application and on recruitment to Skillnet programmes. Skills Coaches, Tutors, and female mentors provide learners with information, advice and guidance whilst on programme to support the retention of learners and enable them to successfully complete and achieve their programmes and further their careers. Skills Coaches and Recruitment Consultants provide learners with guidance on exit from Skillnet programmes in relation to employment opportunities and career advancement.

Skillnet managers such as Regional Skills Managers and Directors have responsibility for monitoring and line managing the front line IAG services.

Quality Assurance and Evaluation

The provision of IAG services is quality assured via the collection and analysis of participant feedback and the analysis of key performance data relating to learner retention, achievement progression and destination tracking. Skillnet line managers are responsible for monitoring front line delivery, including the observation of the IAG service, and identifying areas for continuous improvement through the Skillnet observation of teaching learning and assessment process. Skillnet incorporate observations of the IAG practice and process through their key learner process observation process which is designed to improve performance and understanding of the whole business with regards to information advice and guidance.

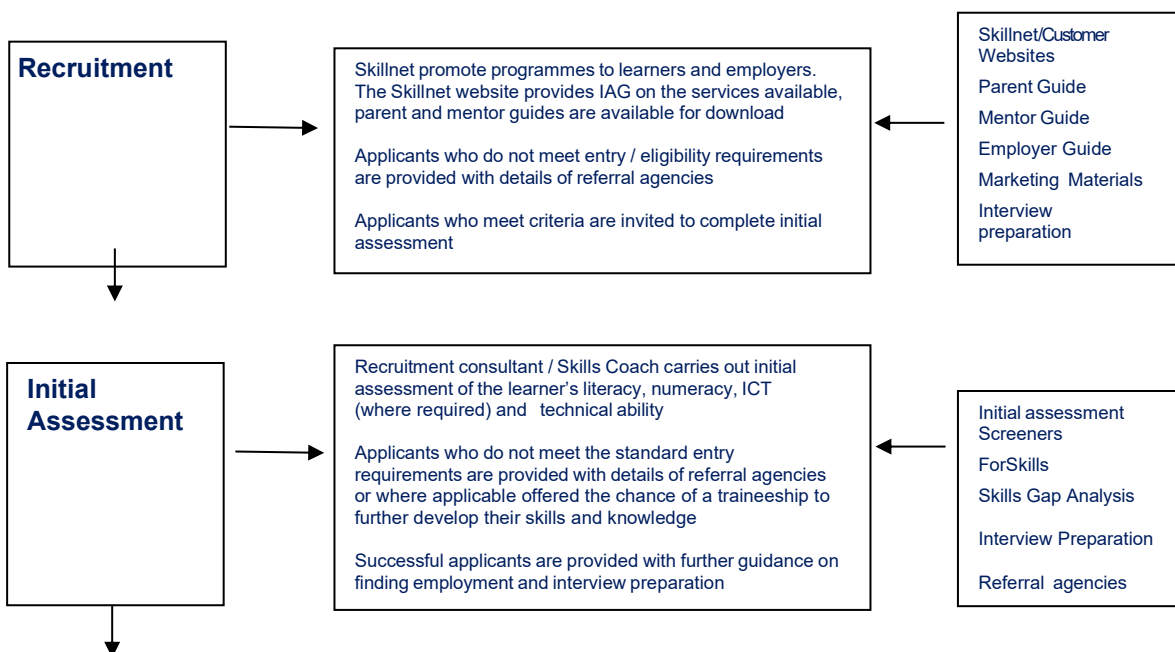
The outcomes from feedback and Skillnet staff will be subject to discussion as part of the Skillnet Continuous Improvement Group (CIG) meetings and management meetings.

The Learner Journey and an outstanding IAG Service

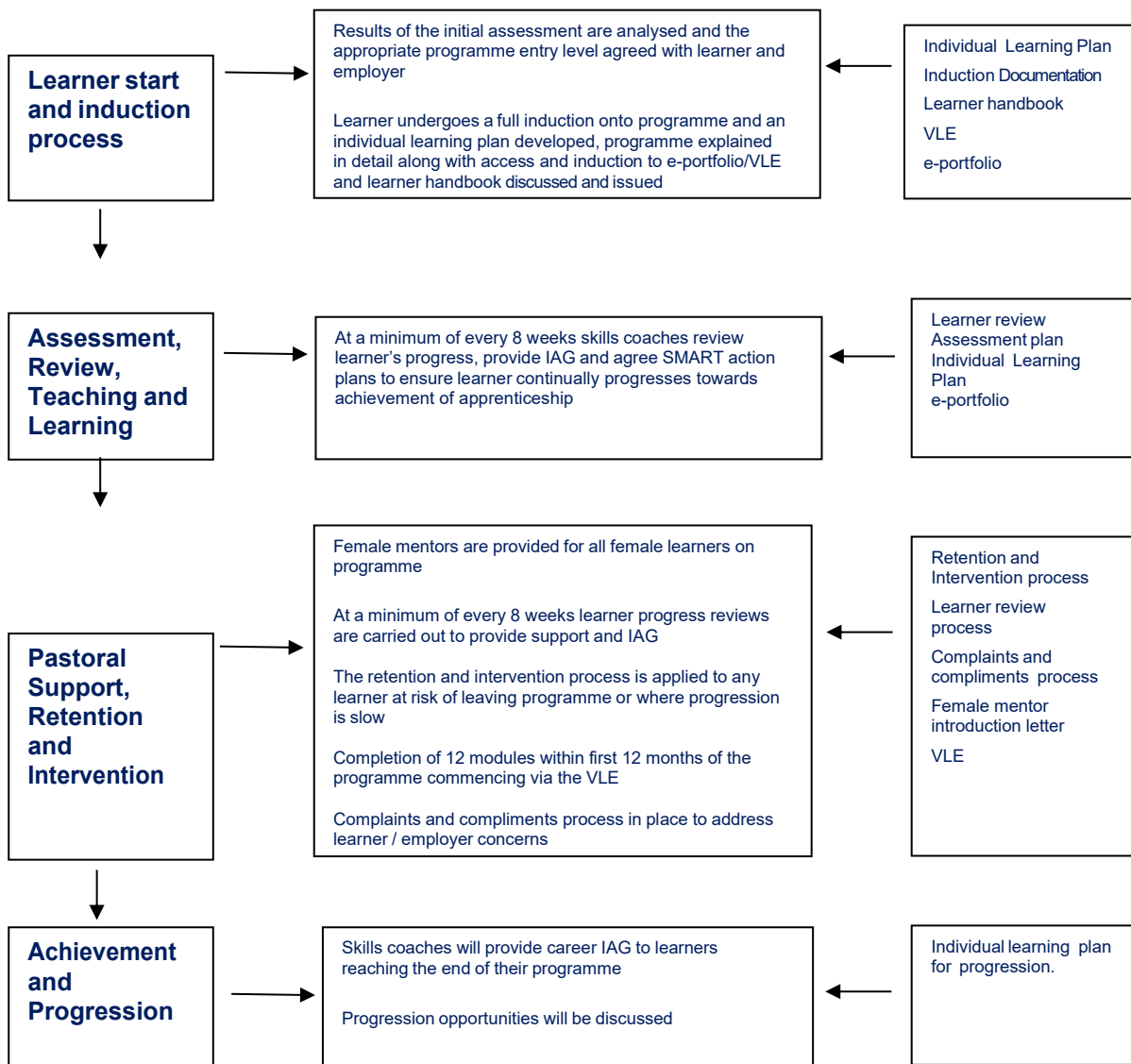
Learner Journey

IAG Service

IAG Resources



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