

## **COMPANY POLICY**

### **NAME OF POLICY: Information, Advice and Guidance policy**

#### **PURPOSE OF POLICY:**

To ensure impartial, confidential advice, guidance & support is offered by all staff across the Centre and throughout a learner's journey.

#### **GENERAL INFORMATION:**

All Michael John Academy (MJA) staff are held responsible for the quality of the Information, Advice and Guidance offered to learners, employers, colleagues and/or other stakeholders.

Ultimate responsibility for IAG across the company belongs to:

**Denise Johnson**

Strategic Operations Manager

Learners generally require information, advice and guidance throughout their learning journey and delivery is tracked within an IAG Log which is maintained at the front of each learner's personal file.

Although all staff will be involved in providing good quality IAG some staff have greater responsibility in this area and will therefore have additional specialist qualifications and/or experience.

Learner Recruitment and Move on- Co-Coordinator: Level three Information Advice and Guidance OCR Qualification.

Pastoral Support, Designated Safeguarding Officer and Equality Champion: Safeguarding updates via Local Safeguarding Board, maintaining links with external support agencies, research on websites to find out more specialised information. Variety of qualifications to support role including current Equality and Diversity/ Safeguarding and Child protection certificates.

Skills for Life Programme Manager & Support Staff: Level 4 qualification equivalents in English; Math's, strong understanding and awareness of initial and diagnostic assessment methods, learning styles and support processes. Attend LLDD forum and update training as required.

Student Finance Officer: Robust understanding of bursary, hardship, discretionary funding available to students. Attends update training and SLC (Student Loan) workshops as appropriate.

Programme Manager: Occupational/ Industry qualifications at Advanced Level, Teaching Qualifications equivalent to Level 4, robust understanding of sector areas and commercial needs.

The type of IAG delivered often varies according to a learner's position within the learning journey as detailed below:

**PRE-START:**

IAG will focus on supporting learners to understand the choice of courses available to them and the type of support they may need in order to be successful.

Time will be given to enable learners to discuss any queries with appropriate staff and to share and discuss with family members before making any decision.

**START:**

IAG will focus on the course contents and a full induction programme covering rights and responsibilities, assessment opportunities and many other key items. Learners are informed of the advice and guidance available to them throughout the course and how it can be accessed. All learners are advised that if MJA staff are unable to provide appropriate guidance we will be able to find someone who can. Following Induction learners will complete an induction questionnaire so we can identify any areas that they remain unsure of and provide further guidance. Various methods of collecting information on each learner are used to create the Individual Learning Plan and ensure learner information is shared with appropriate staff so that advice or guidance is relevant, appropriate and effective for the individual.

**ON-GOING:**

6 weekly reviews enables each learner's tutor to provide regular advice and guidance through two way discussion in Centre and three way discussion to include the salon supervisor for employed learners.

Learners with additional learning and/or social needs are timetabled to meet with SFL tutor and/or pastoral support staff as appropriate and will again be provided with personalised IAG to enable them to progress more effectively on their training programme.

MJA have a Bursary officer to advise learners who may be in financial difficulty. A robust application process is in place and the bursary officer will keep learners up to date on the progress of their application.

MJA has an open door policy so that a learner can see any of the staff on the posters for support as and when they need it.

**EXIT:**

Before completion learners will be given an exit interview with the move-on Co-Coordinator to discuss their time on the programme and what their next steps may be. Information, advice and guidance on progression routes available will be given and the learner will be provided with a number of alternatives so that they can decide the steps they feel will be of most benefit.

MJA have an established early intervention process to identify learners who are struggling or not attending the programme and to ensure they access appropriate advice and guidance to discuss any problems before they leave without completion. Other external agencies will also be used to offer advice & guidance

to any learners who do not know what to do next or are having problems continuing with the course.

Our pastoral support officer will also arrange input from various agencies to inform learners and increase their awareness of issues relating to sexual health, healthy lifestyle, housing, and general social awareness.

**POST EXIT:**

MJA track learners at 6 and 12 months after their course has ended. The move-on officers will be in contact with learners to ask them what they are currently doing, and confirm they are in employment or training. If the learner is unemployed MJA will offer them a follow up guidance interview to help them find employment or training.

**MEASURING THE QUALITY:**

MJA achieved the GMCP Quality Award for Careers Education & Guidance and achieved the MATRIX standard award in 2014

MJA is continuously making improvements to ensure staff are up to date on qualifications, training routes, and progression opportunities for learners and aware of other developments that can affect provision. IAG is recognised as a core and important part of successful provision and in to measure the quality of IAG provided, it is specifically questioned within both employer and learner survey questionnaires and learner/ employer forum structures.

Satisfaction targets relating to IAG are detailed within the company learner and employer responsive strategies and will be reviewed annually against feedback reports.

This policy will be reviewed annually as per the company policy schedule.

Signed and verified: June 2018

By: Denise Johnson

\*This policy can be made available in larger type

VERSION 8/ 2017.