

Policies- Work and Skills – London Borough of Barking and Dagenham

# Information Advice and Guidance (IAG) 2021 - 2022

Policy Number	Service Wide Policy 13
Lead Responsibility	Head of Business Support
Designated Officer	Student Services Manager
Advisory Officer(s)	Quality Manager – Employment, Apprenticeship Manager
Approved by	Service Manager – Business Support
Version	Final 21/22
Date of approval	October 2021
Effective for programmes starting:	2021-2022
Date Updated	October 2021
Date of next review	July 2022
Policy applicable to	All staff, service users & partners

## Rationale

Work & Skills aims to provide high quality, impartial, information, advice and guidance services which promote the value of learning & employment to service users, residents, employers and partners.

Our IAG services have a pivotal role in within the service. We work to promote the benefits of employment & learning, helping individuals to address and overcome barriers to learning and accessing and sustaining employment, and supporting them in making realistic and well-informed choices. We also offer impartial advice and guidance to support service users in their next steps into further education, volunteering and employment. Staff who provide IAG services are appropriately qualified and trained to offer such services to service users.

- 1.1. Work & Skills provides IAG services which are free, available to service users, prospective learners, and employers, and is provided through face to face, telephone, virtual, online and email. IAG is available at the start of a service user's journey, at strategic points, and on request.
- 1.2. The policy applies to Information, Advice and Guidance services offered by all Work & Skills staff.
- 1.3. Services include:
  - Information and advice on employment, learning and training opportunities.
  - Information and advice on the support services available.
  - Access to Job Shop and vocational support services, who provide free confidential information,
  - Advice and guidance designed to assist service users with getting back into employment or securing more sustainable employment.
  - A confidential and impartial guidance service available from the National Careers Service for users that need further support or that are not eligible to use the service.
- 1.4. The range of support available includes:
  - Pre-course IAG: courses on offer, entry criteria, financial assistance, & additional learning support.
  - On course IAG: progression from Introduction and Access courses to main courses, qualifications, accreditation, personal goal setting, support, and loan of equipment for those who are digitally excluded.
  - Destination guidance: progression and next steps into further training, higher education, volunteering opportunities and employment.
  - Job Shop post registration: 1-1 information, advice & guidance, better off calculations and in work benefit advice, support in removing barriers, education and training assessments, specific IT application training, setting short and long term employment focussed goals, CV preparation, covering letters, application form filling, personal statement guidance, interview techniques / mock interviews, computer/iPad/telephone/printing and scanning resources, support from dedicated apprenticeship and construction teams, employer engagement team.
  - Job Shop destination: In work support, progression and next steps, supporting with sustainable employment.

## Aims

2. This policy clearly states the Service's commitment to the provision of coherent, impartial, and effective IAG services.

## OTHER STATEMENTS

### 3. Definitions

'Information, advice and guidance' denotes a range of impartial guidance activities and processes that support choices made by service users, the key elements of which are defined as follows:

**Information:** information is data conveyed through different media including written/printed matter, face-to-face contact, via telephone and the websites on course & employment opportunities and support services.

**Advice:** advice helps service users to understand or consider their skills, abilities, and the options open to them. It supports a service user to understand and interpret how the information provided may relate to their personal situation.

**Guidance:** guidance aims to support service users to better understand their needs, to confront barriers and to make informed and appropriate choices. Guidance can also be defined as a process which allows individuals the opportunity to clarify their goals, explore new ideas, research opportunities, assess skills and interests, make decisions, set goals, and manage their career planning or transition skills. Guidance may involve advocacy on behalf of some service users and referral for specialist guidance and support. This involves more in-depth one to one work by guidance trained staff.

## **TARGET GROUPS**

All service users and staff who provide information, advice and guidance to service users and their stakeholders.