



IAG Policy
October 2023
Review due October 2024

POLICY STATEMENT

We recognise the essential part played by IAG in supporting our learners to make choices about their lifestyle, education and future careers, to raise their aspiration and achievements.

We ensure that IAG services are accessible to all and are of high quality;

We offer classroom-based and Online learning for learners 19+ This Policy links and supports the ESFA and Ofsted requirements for IAG delivery within training.

IAG also plays an important role in developing and broadening the curriculum, increasing participation and improving the achievement and progress of all learners.

This policy sets out a commitment by Be Positive to implement IAG standards and to support an entitlement for all learners. To make it accessible, attractive, relevant and provide clear progression, coherent programmes and flexible, differentiated learning opportunities.

LEARNER ENTITLEMENT

Learners at Be Positive will receive:

- Up-to-date information on all of its course programmes and support services information relating to entry criteria, qualifications, accreditation, workloads and modes of study. This is provided during initial assessment and recorded in Group Profiles. It is also revisited during induction on day one of course delivery.
- Clear impartial advice and information about all the options available, so that they understand what they involve
- The opportunity to be involved in making decisions about things that effect their learning
- A programme of careers education helping them develop skills and knowledge to make choices and the transition to work and learning
- An opportunity to set out an individual learning plan, and an opportunity to learn about the world of work
- Support during their learning and training with careers advice and guidance, enabling them to make choices and complete a career plan for the future
- Support to progress in learning and at work by developing their ability to learn, developing transferable skills and gaining new qualifications
- regular personal support and information on how well they are doing

- Help to decide what to do when they leave IC Training Centre, including further learning, training or employment
- Advice on learning routes available if they withdraw from a programme (including any learner whose employment is termination due to their performance and/or behaviour).
- Signposting or referral, where relevant, to other appropriate agencies and service providers

The delivery of this entitlement is underpinned by the following values:

- Impartiality
- Confidentiality
- Ownership by the learner
- Promotion of Equality of opportunity
- Transparency
- Accessibility

IAG needs to be available to learners at a time which is appropriate to their needs and in a format and style which allows them to make maximum use of the service. Clear information on how to access information, advice and guidance will be provided for all learners. This entitlement will be made known to all learners through induction, learner resources and planning materials. Learners will also be encouraged to review their entitlement and provide feedback within tutorials consultation processes.

DELIVERY OF THE ENTITLEMENT

Advice to learners on a spectrum of life, learning and work issues is provided through a number of settings and by a range of individuals.

Tutors offer informal advice during tutorial sessions and through their daily 1:1 contact with learners. Tutors are well placed to understand the varied needs of their learners and will usually have in depth knowledge of the learner and their circumstances. The tutor is often the first point of contact for a learner who may have an issue they wish to discuss. In this role staff are expected to clarify learners' options and suggest alternative courses of action. Advising a learner on options will often require signposting an individual to the relevant information resource or source of help. For this reason, staff who operate as tutors need to have a comprehensive knowledge of sources of information and help for a range of learner's needs.

In order to support all staff to deliver impartial and timely advice this policy will be included in the staff handbook which will be given to all staff and regular visitors at the start of each academic year.

Learners have the right to access

- National Careers Services (NCS) provided by Futures or local contract holders
- A session from the NCS on career and progression options
- The opportunity to book a full 1:1 session if requested delivered by the NCS
- An opportunity to speak with a Be Positive Careers Guidance Level 7 practitioner
- Learners can access progression information for all courses found on our website and as general information in our IAG booklet.

GUIDANCE

Guidance is a client centred process which helps the learner to personalise the knowledge and skills gained throughout their full range of learning opportunities. Guidance consists of a number of planned interventions, which enable learners to make and implement well-informed and realistic decisions about their path through life and manage the subsequent transitions. Guidance may take place in a number of settings including:

- 1:1 discussion
- group activities
- the provision of, and support in, using information and IT applications.

MENTORING

Mentoring support is provided for learners who will benefit from the support, including those on extended work experience, those deemed at risk of disengaging from learning and for able and talented learners.

CONFIDENTIALITY

All information gathered in the course of discussion with an individual will be regarded as confidential. IC Training Centre will handle information in compliance with the Data Protection Act, General Data Protection Regulations 2018 and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared within the organisation only.

The limitation operating in IC Training Centre is where a client discloses information that leads staff to believe there may be safeguarding concerns, where the client or others may be at risk of significant physical, sexual or emotional harm or neglect. Any limitations with regard to confidentiality should be made absolutely clear to the client at the earliest possible stage.

In other cases where staff consider it useful to the learner to disclose information revealed in confidence by a client to a third party, staff will gain informed consent from the client to do so.

PARTNERSHIP AND COLLABORATION

The implementation of IAG standards is required by Be Positive to work collaboratively, impartially and in the best interests of learners with employers, partners and other organisations;

Regular contact of all partners supporting learners will be held to review learner needs, plan timely support and agreed process for identification of individual need, referral and information sharing.