

# INFORMATION, ADVICE & GUIDANCE POLICY

*Effective for employees, students, directors, and volunteers on or after 1 June 2021*

2021 - 2022

Last Review Date: 24 June 2021

Next review due: June 2024

**Please Note:** A formal, full review of this document will take place on a 3-yearly basis. However, in the interim, the document will be updated as necessary to remain current with any statutory legislation and/or significant Government guidance updates on the subject.

## DOCUMENT CONTROL

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## **POLICY STATEMENT**

L&F Training work with several approved ESFA providers to provide vocational learning from entry levels onwards. We provide appropriate impartial informational advice and guidance services to potential candidates, current learners, and providers at the initial point of contact, at recruitment phase, whilst participating on programme and on exit from programme. Our aim is to ensure that all learners', employers, and employees have access to appropriate Information, Advice and Guidance (IAG) to support their educational, occupational and career choices and for any pastoral concerns they may have. To recognise and provide external referral agency support as and when required.

## **AIMS AND OBJECTIVES OF THE IAG SERVICE**

- To provide impartial information, advice and guidance to potential candidates, existing learners, employers, and or parents which:
  - a. Results in retention and achievement rates of over 95%
  - b. Progression (intermediate to advanced apprenticeships) rates in excess of 90%
  - c. Applicant satisfactory survey results in excess of 95%
  - d. Learner satisfaction survey results in excess of 95%
  - e. Employer satisfaction survey results in excess of 90%

## **ALL LEARNERS TO:**

- a. Have an individual interview and receive career information advice and guidance
- b. Receive an initial assessment
- c. Agree an Individual Learning Plan that accounts for learners' specific needs
- d. Have their progress reviewed every 12 weeks at minimum and to be offered impartial IAG and referral advice
- e. Receive IAG information on progression and career development advice at the end of training

The aim of this IAG policy is to ensure all staff is aware of what constitutes IAG. This policy outlines how IAG is provided. This policy aims to align the company with the Matrix accreditation requirements– a recognition award of which L&F hold. L&F Hair Academy also intends to comply with the legal framework on confidentiality and disclosure provided by the General Data Protection Act 2018, Equality Act 2010, Children's Act 1989 and the Human Rights Act 1998 with any IAG provided.

**Specifically, our objectives in relation to the provision of information, advice and guidance are to:**

- Ensure that all prospective learners are provided with sufficient information to enable them to make an informed choice regarding the suitability of the programme for them
- Provide employers with sufficient information to enable them to meet their obligations and duties to the learner/employee and to comply with any ESFA audit evidence
- Provide regular advice and guidance on the learners' progress within their learning programme, to both the learner and employer
- Provide advice and guidance to learners on 'pastoral' issues as required, to assist them in maintaining their well-being
- Provide information to learners on the alternative and/or progression routes that are available to them
- Provide learners and employers with changes and/or developments in response to the collection of learner/employer feedback received, including any complaints

In order to measure the achievement of these objectives, Key Performance Indicators (KPI's) are in place.

#### **SCOPE OF THE IAG SERVICE**

The IAG service will apply to applicants who apply for, and learners who participate on programme.

#### **DESCRIPTION OF THE ADVICE AND GUIDANCE SERVICE**

L&F provides all of its applicants and learners with free and impartial information advice and guidance in relation to training and working in the hair, beauty and service sectors. IAG is imbedded within our programmes and this is recognised on review and tracking documentation.

As part of the application process in order to assist applicants in making the right choices of suitable L&F Hair, Beauty and Service programmes and referring applicants who do not currently meet eligibility and/or entry requirements.

At the commencement of L&F programmes via comprehensive information at induction and the use of initial assessment to agree appropriate individual learning plans.

During the period of training, as part of L&F's strategy to retain learners on programmes and to provide appropriate and ongoing guidance that gives learners the best opportunity to complete the agreed qualification/framework.

On exit from L&F's programmes to support learners to progress into relevant employment, higher education or to further advance their hair, beauty, or service career prospects.

**L&F provides the following resources in respect of delivery of the IAG service:**

- Information of opportunities and programmes in relation to the Hair, Beauty and Service industry
- Guidance on the right provision following an assessment of training needs
- Pastoral support and guidance on programme to assist retention of learners
- Information available from relevant resources on additional support available
- Information and advice on career enhancement or other training opportunities during and on completing L&F programmes
- Staff with the relevant knowledge and experience

**RESPONSIBILITIES OF KEY CONTACTS**

The L&F recruitment team, administrators, assessors and educators are responsible for providing Information, Advice and Guidance to prospective applicants on recruitment. All staff key contacts provide learners with on-programme support to retain learners and enable them to successfully complete their qualifications/programme frameworks. Assessors and the recruitment team advisors provide learners with guidance on exit from the L&F programmes in relation to employment opportunities and career enhancements. The L&F managers, co-ordinators and the administration team, along with the internal verification officer and directors have responsibility for managing the front line of the IAG service.

**DEFINITIONS**

**Information** — information is data/fact provision that is timely and accurate in nature, provided in a context to enhance understanding. It can be conveyed through different mediums including face-to-face contact — individual, in groups or classes — written or printed materials, telephone helplines, ICT software, websites and so on. This can include:

- Funding eligibility details

- Knowledge handbooks to provide learning for qualities
- Contracts / service level agreements
- Learner learning agreements
- Employer learning agreements
- Procedures

**Advice** - is an opinion about what could or should be done in a certain situation and can include

- Assisting in someone's comprehension of and interpretation of information
- providing information and answers to questions
- clarifying misunderstandings
- advising on options or how to go about a given course of action

**Guidance** — guidance is leading and directing someone, aiming to resolve an issue or give encouragement. Examples could be

- support incomprehension of situations or material
- using experience and knowledge to direct someone on the right path
- confront barriers to understanding, learning and progression
- resolve issues and conflicts and to support them to develop new perspectives and solutions to problems and be able to better manage their lives and achieve their potential.
- Identifying individual needs and signposting or referring those who may need more in-depth guidance and support. It is important to also understand limits of your own competence and when to refer to other agencies

## **QUALITY ASSURANCE AND EVALUATION**

The provision of IAG services is quality assured via the collection and analysis of participant feedback and analysis of key performance data in respect of learner retention, achievement, and progression. L&F line managers will be responsible for monitoring the front-line delivery, including the observation of the IAG serviced and identifying areas of continuous improvement. The outcomes from feedback and from the L&F managers and internal verification will be subject to discussion at routine L&F continuous improvement meetings, such as standardisation meetings.

## **PROVISION OF INFORMATION, ADVICE AND GUIDANCE**

### **Learners**

Learners are L&F Training 's core focus, with their personal and professional development being paramount in everything that we do. Our learners are made up of those seeking employment, those already employed and looking to develop their careers in house and

those seeking to change career and venture to pastures new. There is a variety of IAG available to them at every stage of their journey with us, using a variety of mediums:

- L&F Training policy and procedure including those to report concerns/ make complaints and standards expected
- Course selection guidance to suit current level of competence and career aspirations
- Preparation for job interviews and world of work, including management of work experience placements
- Introduction to suitable pre vetted employers
- An Individual learning plan discussed, agreed, and updated on a regular basis
- Regular feedback on performance, and guidance for learning opportunities to improve
- Pastoral support from Assessors, Managers, and external referrals for work or at home/ pastoral concerns
- Information to enhance knowledge in wider pastoral / lifestyle issues
- Agreed additional support for learning needs in the form of face to face/ telephone/ email/ web based
- Agreed adapted teaching and assessment methods to suit their needs
- Option of one to one or in some cases group taught sessions to support learning
- Resources to enhance knowledge in chosen programme in the form of written textbooks/ ICT Interactive resource/ verbal recordings/ mobile technology Applications
- Impartial Opportunity to feedback on Satisfaction

## **Employers**

There is a multitude of IAG available to our employers. It can be related to establishing a working relationship, relationship Management and Pastoral support. Examples of such support are provided through:

- Guidance in selecting bespoke programme opportunities for their employees and business requirements
- bespoke Client and Management reports in relation to programme performance dependent upon the nature of relationship and contract set up with the employer
- support and regular meetings from Account Managers
- Marketing materials, exhibitions and literature about Lifetime
- Marketing materials, exhibitions and literature to support promotion of programmes
- Recruitment matching support services
- Meetings with Assessors and Tutors to discuss learner progress
- Guides and verbal support of how to support employed learners and work experience learners
- Impartial opportunity to feedback on satisfaction via the Employer satisfaction survey
- Support to develop businesses in line with Government developments with Apprenticeship provision

- Support in achieving external accreditations

### **Awarding Organisations and Government Departments**

We work with various awarding organisations and government departments as part of the provision we provide. We aim to establish and maintain effective relationships with all parties by:

- Holding regular meetings to gain updates on the information related to qualifications,
- ensure our information and guidance is fit for purpose and meets National occupational standards
- to gather feedback on practice improvements required to ensure learner needs are met
- Good relationships with all relevant government departments are maintained to ensure Lifetime Training keep up to date with all legislative and regulatory changes

### **Employees**

Lifetimes Employees have a variety of learning and development opportunities available to them. Individual development will be dependent upon role, aspirations, and performance. Examples of such include:

- Company Intranet to access company documentation and receive updates about the company
- Social learning platform enabling access to experts in roles, video-based tutorials, sharing of good practice and comment and feedback
- 11 weeks on boarding Induction programme including face to face teaching, Mentoring, online and self-study designed to teach their role within Lifetime, practice, gain feedback and develop as well as work towards qualifications required while learning the role
- A 4-tiered professional pillars approach to development within the company
- External development opportunities to support development of the company from within
- One to ones to discuss performance, development required
- Appraisals to discuss aspirations and long-term goals and support as to facilitate achievement of these
- Company events to learn about business objectives.
- A HR department to support concerns over work and personal issues
- opportunity to feedback on ways in which they feel the company can improve their performance as an employer

### **Technology**

Technology plays a huge part in today's society and we recognise that many individuals prefer to use this medium. Examples include

- Internet access to source support
- Email and telephone systems to allow instant request and response

### **External referral**

Some learners/ employers or employees require support that L&F Training is not competent to deliver. We recognise in such instances external support would be more preferential. Examples of such support are:

- Information regarding External agencies such as ACAS for any employee issues an employer may have
- Information regarding external agencies such as Citizens advice bureau and regulatory bodies for learner concerns in their workplace either about themselves or others. NB – L&F Training will always encourage learners to resolve issues internally where possible.
- In some instances, additional support requirements for learner may need further clarification from Awarding organisations
- An IAG reference sheet so learners can source their own support if required.
- A free employee assistance helpline offering advice and guidance on any concerns personal or work related

### **MONITOR AND REVIEW.**

This document is reviewed annually to ensure it reflects the most current L&F's IAG provision