

CAREERS EDUCATION, INFORMATION, ADVICE & GUIDANCE STRATEGY AND POLICY

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

Last Review Date: 06 October 2022

Next review due: October 2025

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.

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POLICY STATEMENT

L&F Training provide appropriate impartial Careers Education Information, Advice and Guidance (IAG) 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 IAG to support their educational, occupational and career choices and for any pastoral concerns they may have. Included in the IAG services provided, L&F Training will provide signposting, where appropriate, to external organisations and support agencies as and when required.

INTRODUCTION, AIMS AND OBJECTIVES OF THE CAREERS EDUCATION IAG STRATEGY & POLICY

Introduction

This strategy is established to ensure appropriate career advice (Education, Information, Advice and Guidance/IAG) is provided to apprentices: aged 16-18 and apprentices aged 19-25 who have an Education, Health and Care Plan (EHP) and all other apprentices learning with L&F Training, regardless of age.

In addition, this strategy/policy aims to align the company with the Matrix accreditation requirements– a recognition award which L&F Training holds – and to ensure that all staff understand and are aware of what constitutes IAG and how to deliver IAG services effectively to learners and other service users, as appropriate.

This strategy/policy is written in line with the following legislation and Government Guidance:

- [Careers guidance and access for education and training providers - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/careers-guidance-and-access-for-education-and-training-providers) September 2022
- Section 42A, 42B, 45 and 45A of the Education Act 1997
- Section 72 of the Education and Skills Act 2008
- Schedule 4 (15) of the School Information (England) Regulations 2008

Aims and Objectives

- **To provide impartial information, advice and guidance to potential candidates, existing learners, employers, and or parents which result in (Key Performance Indicators):**
 - a) **Retention and achievement rates of over 95%**

- b) Progression (intermediate to advanced apprenticeships) rates in excess of 90%
- c) Learner satisfaction survey results in excess of 95%
- d) Employer satisfaction survey results in excess of 90%

- All Learners to:
 - a) Have an initial individual interview during which they will receive career education, information advice and guidance
 - b) Receive an initial assessment
 - c) Agree an Individual Learning Plan with their Teaching & Learning Mentor/Educator (TLM) which accounts for their specific learner needs
 - d) Have their progress regularly reviewed (L&F Training aims to carry this out at least every 8 weeks to meet the 12 weeks at minimum criteria) which will include impartial IAG and referral advice from the TLM to the Learner.
 - e) Receive IAG information on progression and career development advice at the end of training

- Objectives are to:
 - a) 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
 - b) 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
 - c) Provide regular advice and guidance on the learners' progress within their learning programme, to both the learner and employer
 - d) Provide advice and guidance to learners on 'pastoral' issues as required, to assist them in maintaining their well-being
 - e) Provide information to learners on the alternative and/or progression routes that are available to them
 - f) Provide learners and employers with changes and/or developments in response to the collection of learner/employer feedback received, including any complaints

STRATEGY AND POLICY IN DETAIL

Scope of the Careers Education IAG Service

The IAG service will apply to applicants who apply for, and learners who participate on Apprenticeships and other Learner programmes.

Description of the L&F Training Careers Education IAG Service

L&F Training (L&F) provides all of its applicants and learners with free and impartial information advice and guidance in relation to training and working in sectors supported by L&F Learning Programmes. IAG is embedded within L&F's Apprenticeship and other learning programmes and this is recognised on review and tracking documentation.

IAG at Application/Onboarding stage

IAG is provided as part of the application/onboarding process, in order to assist applicants in making the right choice, in relation to the available Apprenticeship and learning programmes delivered by L&F Training.

During this initial IAG session applicants/Learners will be provided with signposting to alternative Training providers, colleges or appropriate Industry employer contacts if they:

- Do not currently meet eligibility and/or entry requirements for the L&F Programme for which they originally expressed an interest, or
- As part of the IAG session(s), discover they would be better suited to another career path/further learning in another direction, which L&F is not currently delivering.

IAG during Induction and throughout Programme delivery

At the commencement of L&F's Apprenticeship or other Learning programmes, the Teaching and Learning Mentors (TLMs) will work with the Learner to provide comprehensive IAG during induction, using the initial assessment to determine content and then agree appropriate individual learning plans which will meet Learner needs

During the period of training, as part of L&F's strategy to retain learners on programmes, TLMs will continue to provide appropriate and ongoing IAG which will provide learners the best opportunity to complete the agreed qualification/framework.

IAG on completion of/Exit from an L&F Learner Programme

On exit from L&F's programmes; to support learners to progress into relevant employment, higher education or to further advance their career prospects; the TLMs will include further IAG and signposting as appropriate.

Resources delivered by L&F Training as part of L&F Careers Education IAG services:

- Information of opportunities and programmes available in the sectors and industries supported by L&F Training's Apprenticeships and other Learning programmes
- Guidance on the right provision (Right Learner, Right Course) 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
 - Including additional support/learning needs in relation to English and Mathematics functional skills
- 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 following personnel have specific responsibilities in relation to IAG as part of their roles:

- L&F Careers/Recruitment team personnel
- Teaching & Learning Mentors/Educators (TLMs)
- Apprenticeship Managers
- Assessors
- Internal Quality Assurance Officers

In addition, L&F Training's Managers, **internal verification officer** and directors have responsibility for monitoring and managing the effectiveness 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 to help recipients by:
 - supporting clarification/explanations of situations or material
 - using experience and knowledge to direct someone on the right path
 - confronting barriers to understanding, learning and progression
 - resolving issues and conflicts; supporting the recipient 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 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 fed into the Self-Assessment Review (SAR) document and will be discussed, as appropriate, during the Governance Board and other meetings (such as

Standardisation meetings) in which L&F reviews and discusses continuous improvement.

Provision of Information, Advice And Guidance – What it looks like

Learners

Learners are L&F Training 's core focus, with their personal and professional development being paramount in everything that L&F do. L&F's learners include: 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 L&F, using a variety of mediums:

- L&F Training policy and procedures, 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 TLMs, Assessors, Managers, and L&F's Welfare Officer and external referrals for work or at home/ pastoral concerns as appropriate
- 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
 - Including mathematics and English Functional Skills additional support needs
- Agreed adapted teaching and assessment methods to suit Learner needs
- Option of one to one or in some cases group taught sessions to support learning, if/as appropriate and reasonably practicable
- Resources to enhance knowledge in chosen programme in the form of written textbooks/ ICT Interactive resource/ verbal recordings/ mobile technology Applications
- 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 to support promotion of programmes
- Recruitment matching support services
- Meetings with TLMs and Assessors to discuss learner progress
- Guides and verbal support of how to support employed learners and work experience learners
- Opportunities to feedback on satisfaction via the Employer satisfaction surveys
- Support to develop businesses in line with Government developments with Apprenticeship provision
- Support in achieving external accreditations

End Point Assessment Organisations (EPAOs), Awarding Bodies and Government Departments

L&F Training (L&F) works with various EPAOs, Awarding Bodies and Government Departments to deliver Apprenticeship Training and other Learning Programmes in a variety of sectors. L&F aim to establish and maintain effective relationships with all parties by:

- Ensuring regular communication with EPAOs and Awarding Bodies to ensure L&F maintain current awareness and access to updates on information and guidance in relation to the qualifications and Apprenticeship Standards for which L&F deliver training/learning programmes
- Ensuring L&F's Careers Education, Information, Advice and Guidance is fit for purpose and meets **National occupational standards**
- Gathering feedback on practical improvements required to ensure learner needs are met
- Ensuring good relationships and communication with all relevant Government Departments are maintained to enable L&F Training to keep up to date with all legislative and regulatory changes (e.g. ESFA Funding rules)

Employees

L&F Training (L&F's) 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:

- One to ones to discuss performance, development required
- Appraisals to discuss aspirations and long-term goals and support as to how to facilitate achievement of these

- Standardisation and other Business Meetings and events to learn about business objectives.
- Access to the Wellbeing Officer 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 L&F recognises 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
- Social Media platforms to promote L&F services and provide advice and support (e.g. The StaySafe Platform for Learners and staff – a secure social media platform, accessible to L&F staff and learners only)

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.
- Signposting to other external organisations and employer partners, should a learner during an IAG session, discuss changing requirements for progression, which cannot be met by L&F.

ASSOCIATED POLICIES & PROCESSES

- L&F IAG Best Practice Guide
- L&F Concerns and Complaints Policy and Procedure
- L&F