

INFORMATION, ADVICE & GUIDANCE POLICY

Vocational Training Services Care Sector Ltd (VTS) is committed to providing a high-quality education & training delivery service throughout Essex and into the surrounding counties.

Integral to the success of our operations is the quality of the information, advice and guidance (IAG) service we provide to our staff, employers and learners. We have developed documentation and processes which will ensure that high quality IAG is embedded within our operations at every level. Additionally, we will ensure our website and social media accounts are updated regularly in order to make current IAG easily available to as many people as possible. The Senior Management Team (SMT) will analyse feedback and data regularly to test the quality of the IAG service we provide, making any alterations as necessary.

OBJECTIVES OF THE IAG SERVICE – *what we aim to ensure.*

- 1 All staff will be fully trained and equipped to deliver a high-quality, confidential & impartial IAG service to our employers and learners.
- 2 All staff will receive a high quality, confidential & impartial IAG service in relation to their own employment and career development at VTS.
- 3 Employers will receive confidential and impartial IAG which ensures that they understand the training delivery options we have on offer for their staff, their role in that training and how this will benefit their organisation.
- 4 Learners and potential learners will receive confidential and impartial IAG which ensures they understand how to pick the right course for them, how their chosen course will help them attain their future goals and how to get the best out of their course.
- 5 Learners will receive confidential and impartial IAG which helps them develop their wider skills and interests outside of their chosen course.
- 6 Staff, employer and learners are happy with our training delivery service (including the IAG embedded service) and have the opportunity to make comments and suggestions for improvements which they are confident we will use to inform future delivery.

DELIVERY OF THE IAG SERVICE – *how we will achieve our objectives*

STAFF – *our staff will:*

- Receive a comprehensive induction, including job description and employee handbook, plus any immediate training necessary for their job role.
- Receive regular CPD in the form of training & updates in accordance with our CPD policy.
- Have the opportunity to discuss & review their performance regularly with their line manager, to address any day-to-day issues.
- Have a formal annual appraisal to review performance and discuss future career aspirations and training requirements.
- Participate in monthly staff meetings in order to receive and discuss any relevant new information, developments, legislations etc. which may affect our delivery service.
- Be invited to participate in confidential staff surveys where they can have their say and offer up suggestions.

EMPLOYERS – *our employers will:*

- Be allocated their own VTS tutor who will be their first point of contact with us. The tutor will build a relationship with the employer and will manage the learners in that setting.
- Receive regular contact from their VTS tutor who will seek to involve them in the learning progress of their employees, plus keep them informed of any new developments, initiatives, training courses, government incentives etc. which may affect them.
- Receive regular written communication from VTS in the form of emails, newsletters etc informing of any relevant information, new opportunities, initiatives, government incentives etc. and signposting to our website.
- Receive up to date employer information pack containing comprehensive curriculum overview and off the job information, plus the opportunity to make any adaptation specific to their setting.
- Receive copies of all enrolment documentation for their employees, in order to be fully informed of the training being received.
- Be invited to log on to the Learning Assistant Platform where they can find full details of the training sessions with their employees, chart their progress and verify the off the job learning taking place.
- Be invited to participate regularly in confidential employer surveys where they can have their say and offer up suggestions.

LEARNERS – *our learners will:*

- Be allocated their own tutor to guide them through the process of application, induction, enrolment and participation on the course.
- At the application stage, and working in conjunction with the employer, receive comprehensive IAG to assess their prior qualifications, experience, job role, career aspirations & basic skills level in order to determine the right qualification and funding stream for them. At this stage if we at VTS are unable to help them, we would signpost to an alternative provider, college etc.
- Receive IAG through an integrated enrichment module within their curriculums to support and aid understanding in key areas around personal safety, career development, life skills and employability.
- Receive an assessment to gauge and agree any appropriate additional learning support.
- Receive a copy of their enrolment paperwork & learning plan which contains a significant amount of IAG to help them understand the course they are on.
- Receive guidance and training from their tutor to access and utilise the Learning Assistant electronic software platform, which houses their learning portfolio.
- Receive regular learning sessions, guidance & support from their tutor throughout their learning programme in order to aid successful completion.
- Receive regular progress reviews with their tutor in order to understand their progress against their learning plan and agree any appropriate SMART targets. At these reviews, learners will be invited to explore local and national topics of interest in order to extend their personal development.
- Receive access to regular useful and relevant information & guidance from VTS via social media accounts, website and newsletters.
- At the end of their training, participate in an exit review with their tutor to discuss the next steps open to them, either with VTS or alternative options.
- Be invited to participate regularly in confidential learner surveys where they can have their say and offer up suggestions.

EXTERNAL PARTNERSHIPS – *our external partners will:*

- Receive regular updates from the Senior Leadership Team on information relevant to their part within our organisation via E mail.
- Attend Governance meetings and will be informed and update on the organisations IAG processes and updates.
- Be invited to meet on a regular basis to ensure we are meeting all requirements and assess if the IAG is currently effective.

IMPACT OF THE IAG SERVICE – *how we will judge achievement of our objectives*

- 1 We will have a highly skilled and motivated workforce, providing a high-quality education and training delivery service (including IAG) which meets the needs of the employers and learners in our local area. This will be evidenced by maintaining achievement rates above the national average.
- 2 Staff feedback via the regular meetings with line managers, annual appraisal and the staff survey will show that staff are happy in their role, feel valued & supported, and have sufficient training and resources to carry out their job efficiently.
- 3 Employer feedback will show that VTS is providing a good education & training delivery service to their employees which employers understand and value.
- 4 Learner feedback will show that learners are happy with their training and understand how it adds value to their job role and their personal development.
- 5 Analysis of feedback and data by the SMT will show that we are providing a high quality IAG service which is valued by staff, employers and learners.

FEEDBACK MECHANISMS – *how we will feedback effective IAQ and areas for improvement.*

1. We will utilise all gathered data and provide feedback through our staff meetings to ensure that all employees understand the impact their IAQ has on our learners and their outcomes.
2. Feedback on the effectiveness of our IAG, including the positive responses received, will be communicated through our learner and employer newsletters.
3. We will use social media platforms to share effective IAG.
4. When suggestions for improvement are received, we will feature a "You Said, We Did" section in our newsletters to reassure our workplaces and learners that their input is valued and acted upon.