



## **Information, Advice & Guidance (IAG) Policy**

### **Summary of Policy**

This policy sets out TSP Learn's strategy for the provision of Information, Advice and Guidance (IAG) to employers and learners.

### **Statement of policy and commitment**

TSP Learn promotes and supports the value of learning and will provide new, existing and former learners and their employers with information, advice and guidance to support them to choose appropriate programmes.

TSP Learn exists to help individuals achieve their true development potential and we are both morally and ethically obliged to ensure that our learners are recruited with integrity.

### **Aim**

- Our aim is to provide high quality, impartial information, advice and guidance to ensure that:

### **Learners are:**

- Aware of what options are available for them as individuals with their own development requirements.
- Given consistent information about the training programmes available to them in a format that meets their needs.
- Enrolled onto an appropriate programme for their needs.
- Given the right level of support to achieve their desired outcome.
- Receiving ongoing support throughout their programme.
- Given impartial advice about their further development options.

### **Employers are:**

- Supported to understand the training and funding options available to meet their business needs
- Given clear and consistent information about the training programmes available to their staff
- Supported with information about how to support the staff who are undertaking programmes
- Encouraged to be involved in ongoing reviews throughout the learning process
- Given the opportunity to provide feedback and can see how we respond to it.

## Objectives

- Increase participation in Apprenticeships and non-Apprenticeship qualifications at all levels, with a strong focus on learners not yet holding full level 2 and 3 qualifications
- All learners and employers to receive information following an enquiry in a timely way
- All learners and employers to receive an IAG appointment (call, online, site based) at a time and date that they confirm and be notified within 5 working days
- All learners will have a positive outcome in terms of their application, enrolment or by being referred to another service or appropriate external opportunity
- Reduce learners recorded as greater than 6 week leavers annually by 5%\*
- Increase apprenticeship achievements annually by 2%
- Target 100% learner average weighted scores improvement between Skills Scan 1 and Skills Scan 3 responses within their main knowledge, skills and behaviours
- Target overall improvement made from the initial diagnostic profile scores for English and Maths within the planned practical period for all learners
- Encourage and collect feedback on our IAG services with at least 10% of recipients of our services completing our learner feedback surveys

## IAG Underpinning Principles

Our IAG services will follow the core principles identified below:

### **Professional, Responsive & Friendly**

Our professional team will respond to learners and employers in a timely way and will be equipped to share their knowledge in an engaging and approachable way, finding and recommending effective solutions to all enquiries.

### **Awareness and Accessibility**

We aim to ensure that we offer and make our learners and employers aware of the widest range of high quality IAG services that are available to them in a format and at times and locations that meet their needs. We will utilise printed and web based media, telephone and online methods to support our service offer including the use of our Google Hangouts online conferencing tool and our Launchpad online IAG and learning platform.

### **Impartial & Objective**

We aim to support learners to make informed choices based on their individual needs and circumstances.

### **Recognise Diversity**

We recognise the individuality of our learners and the services that we provide support this.

### **Quality**

We will monitor and quality assure the service that we provide for consistency and effectiveness

We will recognise and reflect on learner and employer feedback on the service and reflect our resulting actions in our Quality Improvement Plan.

### **Links, Networks & Signposting**

If we signpost learners and employers to other services external to TSP Learn through our provider networks or other agencies providing services we will support them during the transition.

### **Summary of Services and Processes**

What follows is a summary of the services that will be provided by TSP Learn. Full process documentation can be requested by emailing [iagteam@tsplearn.co.uk](mailto:iagteam@tsplearn.co.uk)

### **What Information, Advice and Guidance does TSP Learn offer?**

We offer impartial information, advice and guidance to those who use our services, whether you are an employer who is looking for help to source training for staff, a learner who is thinking about starting a training programme, or a parent or carer for someone who would like to join a course.

The team at TSP Learn are dedicated to providing a high quality and confidential facility to all, offering impartial information, advice and guidance. We work in partnership with other organisations and funding bodies that provide alternative options, course choices and progression routes. We also provide a wealth of course, funding and FAQ's via our websites and online learner resource web portals.

The Information, Advice and Guidance Team (IAG) can be contacted using:

Telephone: 0118 984 4638

Email: [iagteam@tsplearn.co.uk](mailto:iagteam@tsplearn.co.uk)

Facebook or Twitter via: @tsplearn

Our Office opening hours are Monday-Friday from 9am-5pm, alternatively you can leave a message on the 24hr messaging service or utilise our web-based contact form and we will respond as soon as possible. Alternatively those who are already using our service can begin by discussing their requirements with their TSP Learn appointed tutor directly.

### **What can our learners expect from us?**

We work with learners on an individual basis offering information, advice and guidance throughout your learning journey.

#### **GETTING INTO LEARNING**

Individual discussion with IAG Team & Tutor.

Information on the most appropriate type & level of learning programme that is suitable for your own development & job/career requirements

#### **GETTING ON IN LEARNING**

Ongoing IAG support from your Tutor during learning via regular reviews.

Advice on opportunities to help you meet your learning outcomes/qualifications. Guidance on how to use learning resources.

#### **MOVING ON IN LEARNING**

Review with your Tutor achievements & next steps.

Self-evaluation of progress made through learning. Tutor will discuss progression opportunities. Tutor will support with impartial advice on next steps for work/career/personal development.

We welcome suggestions and feedback from any of our service users/clients that will help us to improve our service. One to one feedback to our Tutors and are team are encouraged and welcomed at any time. We also provide feedback forms and welcome comments via our website, email and social media outlets (facebook & twitter). We also have a formal complaints policy which is followed in the event of any complaint raised.

**Process Flow**

The key elements of the process that we follow in the early stages of IAG are identified in Diagram 1 that follows.

IAG is then embedded within the induction and review process throughout the learning journey and during the final discussions relating to progression.



\*target will not include redundancies