



Joint Learning
Management & Training Services

September 2009

Information, Advice and Guidance Policy 2009 – 2010

Promoting Respect and Fairness

If you require this information in an alternative version such as Easy to Read, large print, Braille, audiotape, or help in understanding it in your language, please contact the Operations Manager, Tel:01704 562696

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Introduction

Joint Learning is committed to providing a high quality Information, Advice and Guidance Service. This policy provides details of our service and the standards of delivery.

Aim

We aim to provide an independent information advice and guidance service to individuals wishing to consider accessing the company's training programmes and those already in learning with the company. A high quality information, advice and guidance service is key to the success of the organisation, it ensures we have learners on programmes suited to their needs and contributes to our retention and success rates. The quality of the service is monitored through performance data and feedback from users.

The company supports the concept of lifelong learning and we will endeavour to help individuals make informed choices about training and development opportunities in the context of their working lives and leisure activities.

Objectives

Our service is based on the principles of the National IAG Board, our Information, Advice and Guidance will be:

- Timely and in a form that is easily understood
- Independent, confidential and focused on the needs of the individual
- Undertaken by staff trained to offer appropriate Information, Advice and Guidance
- Able to provide access to a range of agencies for specialist support
- Free from stereotyping physical or cultural barriers for users and in accordance with our Equality and Diversity Policy
- Easily accessible and clearly defined
- Free of charge to the users
- Subject to evaluation and continuous improvement encouraging individuals to get the most from the process

Standards of Service

The service offers

- Open access to information on education, training and career opportunities in a range of formats available in all our centres
- An initial assessment to help you identify clients' skills and aptitudes
- A trained member of staff to discuss client needs and aspirations and to plan for the achievement of goals
- Provision of the services of a trained member of staff either at one of our training centres or at other designated site
- Signposting to other agencies who may be able to help clients in achieving their goals
- The opportunity for clients to spend time with a member of staff to review and revisit their goals and discuss progress and next steps
- Access to a trained member of staff to answer queries and provide advice by phone

Clients can expect

- A service delivered to recognised national standards
- A clear explanation of the Information, Advice and Guidance Services we offer
- Trained and experienced staff who will treat them with respect and dignity
- A timely response to requests for information
- Up to date information on education, training and career opportunities in a range of formats
- All information about them will be treated as strictly confidential in line with the Data Protection Act

Management

The Management will:

- Provide relevant updating, training and support for key staff involved in all aspects of Information, Advice and Guidance

Monitoring

Monitoring will be done

- Through national Learner Satisfaction Surveys
- Through complaints, compliments and Suggestions Line
- Through Partner Evaluation and Review
- Through the self-assessment process and SAR
- Through annual Policy Review

Relevant policies and publications available through the Joint Learning Website at www.jointlearning.co.uk. All staff have access to all resources including policies and procedures through the cloud server site at www.trueshare.com

The matrix Standard can be found at www.matrixstandard.com/about/index.php.