

INFORMATION ADVICE & GUIDANCE POLICY

Introduction

Floorskills Limited aims to deliver a high standard of Initial Advice and Guidance (IAG) to ensure that all our learners and any prospective learners can make a realistic and well informed choice about their next steps in education, employment or training.

Covid 19 is monitored on a daily basis by senior managers. Updates are to be past onto all staff and learners. All staff and learners are encouraged to view the government website:

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision>

Entitlement

Learners are entitled to:

- investigate a variety of learning and career opportunities
- make informed judgements about learning and career options
- understand how these choices will help achieve their aspirations
- help to manage changes in their learning and career journey
- develop aspirations through the guided use of an individual learning plan (ILP)
- gain an understanding of the world of work and enterprise.

What we offer

We are able to offer all learners advice and guidance in the following areas:

- (a) Career planning
- (b) Employment opportunities
- (c) CV and application preparation
- (d) Free and impartial information on courses and other progression opportunities

This support is available during initial contact with Floorskills, at initial meetings with assessors, during programme induction, throughout the programme via regular reviews.

Feedback

Clarity Education wants to know if our users receive a good service — we value customer/learner feedback as this very often enables us to change and improve the service. Users can register their concerns with us by letter or email or by speaking to a member of staff.

An acknowledgement to a complaint follows the guidelines of the Customer Complaints Policy.

Customers/learners may also be asked to complete feedback forms to help us plan and develop improvements in our services. We need to know how learners feel so that we can review whether we are continuing to meet the standards of Matrix for information, advice and guidance.

Information

A wide range of information is available from various Advice and Guidance Network members, including:

- Careers and education leaflets
- Funding Partner prospectuses
- Employment opportunities
- Health and benefit advice
- Transport
- Grants
- External helping agencies
- Connexions
- Disability Statement/Race Equality Policy/Equality and Diversity Policy
- Careers guidance software.

The use of an Interpretation Service can be arranged on request.

Advice staff

All contact staff (Assessor/Internal Quality Assurance) offer Initial Advice and Guidance to learners.

Level of advice

Initial advice is provided by assessors as part of the induction process. Learners in the community or on employer sites will be able to access information, advice and guidance through their Floorskills Limited contact.

Professional integrity

Acting in accordance with the social and moral standards of the profession. Honesty. This means telling the truth, being open, not taking advantage of others. Respecting each other's opinions. Generating trust, addressing conflict honestly and respectfully. Having Pride in everything you do, being a role model. Taking Responsibility for your actions. Keeping promises. Helping others and reporting unethical behaviour.

Impartiality

The needs of the individual must be at the forefront and not of the individual or organisation providing the service. Impartiality, independence, and confidentiality are a must in providing such a service. Wherever conflict arises the individual receiving the advice must be given impartial advice and their interests first and not the organisation providing the advice.

Impartiality is an essential part of good practice.

Floorskills tutors giving IAG will make it clear that other sources of support and information is available in order to be less biased or assist the individual to gain a broader view on the service they may require. Learners ultimately have the responsibility for their choice if they are enabled to understand how to make this choice.

Quality marks

Floorskills Limited has achieved the MATRIX Award for Information, Advice and Guidance.

Confidentiality

Centre Based

Learners may wish to have a confidential advice or guidance interview. Quiet rooms are available at each centre to facilitate this.

Employer Based

Learners in the community or on employer sites who wish to have a confidential advice or guidance interview will be able to arrange this through their Floorskills Limited contact. The staff member will make suitable provision to discuss confidential issues in an appropriate location.

Any confidential records made during IAG discussions will be kept confidentially and in a secure place. However, should discussions reveal any child protection or safeguarding issues or concerns, information will be shared on a 'need to know' basis – the issue of confidentiality is secondary to a child's need for protection. This is outlined in the Safeguarding Policy.

Additional services

The services outlined are available to all learners. In cases where learners are located in the community or on employer sites and have difficulty accessing a training centre, then a member of staff would be happy to visit them.

Equal Opportunities and Special Requirements

Every effort will be made to ensure that all learners receive high quality information, advice and guidance irrespective of age, gender, marital status or civil partnership, race, disability, sexual orientation, religious belief, maternity/paternity rights, carer responsibility, spent convictions or other conditions not justified in law or relevant to the provision of service or, performance of the job. The Office Manager may be asked to provide additional support in specific circumstances. Where necessary learners will be able to access an interpreter, signer or particular gender advisor.