

Information Advice and Guidance (IAG)

Policy Statement:

Skillnet as an approved SFA and SDS provider of apprenticeship training seek to provide appropriate and impartial information advice and guidance services to all potential learners, current learners, and employers. Skillnet seek to provide this guidance at during key stages of the learning journey and include:

- Initial contact
- Recruitment
- Whilst participating in learning
- On completion of learning and exit from programme.

Scope

The Skillnet information advice and guidance service will apply to all applicants that apply for and learners that participate, on Skillnet training programmes.

Policy Aims and Objectives:

1. To provide impartial information advice and guidance to potential learners, existing learners, employers and parents which results in:
 - a. Retention and achievement rates of over 85%.
 - b. A minimum of 855 of learners progressing from intermediate level apprenticeships to advanced level apprenticeships.
 - c. Applicant satisfactions survey results in excess of 90%.
 - d. Learner satisfaction results in excess of 90%.
 - e. Employer satisfaction survey results in excess of 90%.
2. All learners to:
 - a. Receive and individual interview during which they will receive career information advice and guidance.
 - b. Undertake a robust initial assessment.
 - c. Agree an individual learning plan that accounts for individual learning needs.
 - d. Have their progress reviewed at least every 8 weeks at a minimum and be offered impartial IAG and referral advice.
 - e. Receive IAG information on progression and career development advice at the end of their training programme.

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Skillnet Information Advice and Guidance Service:

Skillnet aims to provide all applicants and learners with free and impartial career information advice and guidance. IAG is embedded within all Skillnet training programmes and delivered over four stages:

1. As part of the initial application process in order to assist applicants in making the right choices of suitable Skillnet training programmes and referring applicants who do not currently meet the Skillnet eligibility and/or entry requirements.
2. At the beginning of all Skillnet programmes via a comprehensive induction process and the use of initial assessment to agree appropriate and individual learning plans.
3. During the period of training as part of Skillnet’s strategy to retain learners, on programmes, and to appropriate and ongoing guidance that provides learners with the best opportunity to completed the agreed qualifications.
4. On exit from all Skillnet programmes to support learners to progress in to relevant employment, higher education, or to further advance their career prospects.

Skillnet provides the following resources in respect of delivery of the IAG service:

1. Information of opportunities across all programmes offered.
2. Guidance on the right provision following an assessment of training needs.
3. Pastoral support and guidance on programme to assist retention of learners.
4. Information available from each of our colleges on additional support available.
5. Information and advice on career enhancement or other training opportunities during and on completing Skillnet programmes.
6. Staff with appropriate and relevant knowledge and experience.

Responsibilities:

Skillnet recruitment consultants and skills coaches are responsible for providing information advice and guidance to prospective applicants on recruitment to Skillnet programmes. Skills coaches, tutors, and female mentors provide learners with on programme support to retain learners and enable them to successfully complete their qualifications. Skills coaches and recruitment consultants provide learners with guidance on exit from Skillnet programmes in relation to employment opportunities and career advancement.

Skillnet managers such as regional skills managers and directors have responsibility for monitoring and line managing the front line IAG services.

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Quality Assurance and Evaluation

The provision of IAG services is quality assured via the collection and analysis of participant feedback and the analysis of key performance data relating to learner retention, achievement and progression. Skillnet line managers are responsible for monitoring the front line delivery, including the observation of the IAG service, and identifying areas for continuous improvement through the Skillnet observation of teaching learning and assessment process.

The outcomes from feedback and Skillnet staff will be subject to discussion as part of the Skillnet Continuous Improvement Group (CIG) meetings and management meetings.

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The Learner Journey and Related IAG Service

