

Careers Education Information Advice and Guidance Policy

Updated: September 2015

Next revision date: September 2016

1. Objectives

- 1.1. To ensure the successful implementation of the Develop/First Place CEIAG Strategy
- 1.2. To ensure that all staff and learners are aware of Develop's IAG practices.
- 1.3. To provide high quality services or if necessary make referrals to external organisations in line with our referral policy.
- 1.4. To record and monitor the services provided in accordance with requirements of our funders.
- 1.5. That all staff recognise that high quality IAG improves retention and achievement in learning programmes and improves learners/customers employability opportunities.

2. Scope

- 2.1. To cover all activities carried out by Develop.

3. Key Principles

- 3.1. IAG policy and practice will provide appropriate support to benefit all candidates/customers and potential customers by ensuring:
 - a. Delivery and management of service is consistent and meets our staff and learner codes of ethics
 - b. Learners/Customers and potential learners/customers receive a high quality IAG service to enable them to make informed choices from the range of options available.
 - c. Awareness of the service is raised through providing information to all candidates.
 - d. Services promote equality of opportunity for individuals and groups and reflect a diversity of candidate needs which takes into account issues connected with race, religion, sexual orientation, age, disability and gender

- 3.2. All IAG will be delivered, recorded and monitored as detailed within the Develop Data Protection and Data Collection Policy and in line with contract requirements.
- 3.3. IAG policy and practice will ensure that:
 - a. Aims and objectives for service delivery are identified and targets established
 - b. All learners and potential learners have access to specialist Advice and Guidance services (through referral) as appropriate to meet their needs
 - c. All staff are aware of Develop's IAG processes and procedures
 - d. Delivery of IAG is logged and monitored, in line with the requirements of our funders, by completion of for example: ILP, Progress Reviews, Action Plans and Progression Help and Advice
 - e. A range of information on labour market intelligence (including internal and external learning opportunities and economic development data) is maintained and up to date.
 - f. IAG is available throughout all stages of learning
 - g. IAG is accessible to all customers
 - h. Regular evaluation of the service is carried out to make continuous improvement in provision by Pre-course Evaluation Questionnaires, Exit Evaluation Questionnaires and Informal Feedback from Candidates through Management Processes

4. Staff Responsibilities

- 4.1. The overall responsibility for the IAG Policy rests with the CEO.
- 4.2. The company is responsible for providing staff delivering the IAG service with opportunities to develop and maintain competence.
- 4.3. Staff are responsible to ensure that they have the skills and knowledge to look after candidates' needs or refer them to alternative providers of IAG.
- 4.4. The delivery of IAG is the responsibility of both centre and programme managers, front-line delivery staff and with the ongoing input of the IAG Pop Group.
- 4.5. Delivery of IAG will be through clear communication and referral services as follows:

Initial Pre-course IAG Discussion, Induction Process, Completion of Individual Learning Plan or Action Plans, On-going Assessment and Support, Progression IAG Discussion, Customer One to One support sessions and employability workshops or courses.

5. Monitoring and Evaluation

- 5.1. Monitoring will be through observation and feedback from clients and partners/key stakeholders and where appropriate by funders
- 5.2. Develop will operate an IAG forum meeting at least quarterly, or in response to issues arising

6. Supporting Documents

- 6.1. This policy should be read in conjunction with the following policies and procedures:
 - Careers Education, Information, Advice and Guidance referral policy
 - Data Protection and Data Collection Policy
 - Equality & Diversity Policy
 - Safeguarding Policy

Policy signed by CEO: *Mark Pike* Date: 01/09/15