

IAG Information, Advice and Guidance Policy

Sheffield Language Centre Ltd (SLC) aims to provide high quality, information, advice and guidance services which promote the value of learning to current and prospective learners, employers and partner organisations.

The Sheffield Language Centre Ltd (SLC) team is passionate about education and enabling our learners to reach their potential. We share the belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of others in accordance with our Equality, Diversity and Inclusion Policy.

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes provided throughout the learner journey. The following definitions have been used:

Information:

Information on opportunities shared through media including:

- face to face contact
- flyers, brochures and other printed matter
- telephone help lines
- websites, videos and social media

Advice:

- support to understand and interpret information
- further information and answers to questions, clarifying misunderstandings
- considering circumstances, abilities, targets and goals
- advising on options or how to follow a given course of action
- signposting and referring for more in-depth guidance and support
- usually provided on a one-to-one basis but may also be in groups

Guidance:

Working with the learner, supporting them to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems

- take ownership of their plans, planning realistic targets and taking steps to achieve their potential.

Learner Entitlement

We are committed to creating an IAG experience for the learner at each stage of their learner journey which is:

- delivered in a suitable, accessible environment
- respectful of the diversity of learners' present and future needs
- aspirational, designed to inspire, motivate and develop self-confidence
- personalised to suit individual needs
- planned to support, stretch and guide on to the right courses
- contributing to positive health and wellbeing
- supporting them to be successful and progress on to their next steps to achieve their potential in learning or work

This policy applies to all enquiring, enrolled and past learners at Sheffield Language Centre Ltd (SLC) and is offered/delivered at a level appropriate to the learner and the course.

Learners have the right to information, advice and guidance that is impartial, unbiased and realistic. Where appropriate, we make referrals to external agencies for further support or services.

Professional and Knowledgeable Staff

IAG frontline specialists and our wider staff team should have the skills and knowledge to identify a learner's needs quickly and effectively. They should be able either to work with the learner to address their needs, to signpost or to refer them to suitable alternative provision.

The learning and development needs of Sheffield Language Centre Ltd (SLC) IAG services are identified during the business planning and staff appraisal processes, alongside national priorities. The identified needs include professional and subject updating via long and short external courses, meetings, conferences, leadership and management, employability skills and other developmental activities.

We provide IAG training and support to our specialist team, front-line staff, assessors and tutors.

We value new ideas and approaches and seek new opportunities and solutions to meeting the IAG needs and demands of our learners, employers and the local community whilst supporting national and regional education and economic strategies. We seek to encourage and celebrate creativity and to be supportive of innovation, in particular to reach. We believe that our staff and learners should work in a truly supportive environment, with a clear sense of purpose to achieve our mission and realise our aims.

The Model

1. Accessible and Visible

Access to IAG should be free from direct or indirect discrimination. Services should be recognised and trusted by participants, have convenient range of entry points from which participants may be signposted or referred to the services they need, and be open at times and in places which suit participants' needs. In addition to the IAG team based at Main office, IAG is provided at 1-1 learner inductions, in class, on Sheffield Language Centre Ltd (SLC) website and is available free of charge to any individual on request.

2. Integrated

Links between IAG services should be clear from the participants' perspective, regardless of the programme or location of their study. Where necessary, participants will be supported in their transition between services (when required).

We seek to support individuals from disadvantaged communities, and those who have been out of learning or employment through partnership work with other organisations, Job Centre Plus and a variety of voluntary and community organisations.

All partnership work is carried out in accordance with current GDPR guidelines.

3. Enabling

Enquirers, learners, parents, employers, staff and partners should be able to make informed choices about ways in which Sheffield Language Centre Ltd (SLC) can meet their individual training and development needs. IAG services should encourage and support participants to become lifelong learners by enabling them to access and use information to plan their careers and explore the implications of both learning and work in their future career plans.

4. Wrap-around support

Sheffield Language Centre Ltd (SLC) provides several elements that relate to IAG including, soft skills development relating to work-readiness, job searching, C.V. writing, preparation for interviews, workplace resilience and safeguarding, as well as basic skills in addition to English. Guidance may also involve advocacy on behalf of some learners and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

We provide assistance relating to:

- the range of support available in class.
- fees and other financial charges associated with a course of study
- financial assistance available to support those in education and training
- course entry criteria, qualifications, accreditation and modes of study
- personal goals, aspirations and motivation while on course
- guidance to its current learners to discuss progression

We work collaboratively with a range of providers and organisations around Sheffield to enhance its curriculum offer to learners.

Information on courses is provided by IAG staff, curriculum teams (tutors, support, administrators, and centre staff), enrolment teams, centre co-ordinator managers and administrators and exams team. Where Sheffield Language Centre Ltd (SLC) does not have the information, the IAG staff will seek the information on behalf of the individual, or provide the individual with the name and contact details of the relevant organisations to access the relevant information.

Where required, formal Advice and Guidance is provided by trained competence staff and potential and current learners can see an advisor face-to-face, via the telephone or within written format. The advice and guidance is confidential and promotes and supports equality of opportunity wherever possible to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development.

Assessment Review and Evaluation

To ensure a high quality of IAG service, through self-assessment and ongoing training and support for staff, Sheffield Language Centre Ltd (SLC) evaluates its provision to ensure that:

- the information, advice and guidance services are delivered in accordance with our published information and this IAG Policy;
- any learner or potential learner with an identified disability will be provided with appropriate support to enable access to IAG services;

Sheffield Language Centre Ltd (SLC) evaluates and reviews policies annually or as required to ensure that they are up to date and relevant to the needs of our learners.

