



Public

Information, advice and guidance policy

This policy should be read in conjunction with other Twin policies and procedures including: Equality and Diversity policy, Information security policy, Safeguarding Children and Vulnerable Adults policy, Complaints, Appeals & Compliments policy.

Twin's vision and values for IAG

Twin aims to provide high quality, impartial, information, advice and guidance services that promote the value of learning to current, perspective learners, employers or other organisations representing current or prospective learners. The IAG services support Twin's values in that we work together to improve individual lives and ensure opportunity is provided and nurtured whenever possible. We are passionate about people's learning, employment and cultural experience. Our continuous growth fuels our energy for positive changes. Our in-depth knowledge base enable us to set the best and highest standards for serving our customers' needs. Whether it is the welfare and safeguarding of an international student, or, the commercial success of a global business partner, we consider every stakeholder's individual need as if they were our own.

Our Service

Twin is committed to create an IAG experience for the learners that is:

- Outstanding and delivered in an excellent environment.
- Aspirational, designed to inspire and motivate.
- Personalised to suit the learners.
- Planned to guide learners on to the right courses, jobs and to support and stretch them.
- Developing self-confidence.
- Coaching them to be successful and progress on to their next steps.

All learners are entitled to a service that is:

1. Accessible and Visible

Access to IAG should be free from direct or indirect discrimination. Services should be recognised and trusted by learners, have convenient range of entry points from which learners may be signposted or referred to the services they need, and be open at times and in places which suit learners' needs. IAG is also provided on Twin's website and marketing material and is available free of charge to any individual on request.

2. Professional and Knowledgeable

IAG frontline staff should have the skills and knowledge to identify the client's needs quickly and effectively. They should have the skills and knowledge either to address the clients' needs or to signpost or to refer them to suitable alternative provision. The learning and development needs of Twin Employment and Training IAG services is 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 and conferences, leadership and management, employability skills and other developmental activities.

3. Impartial

Learners have the right to information, advice and guidance that is impartial, unbiased and realistic.

4. Integrated

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

5. Aware of, and responsive to Diversity

The range of IAG services should reflect the diversity of learners' needs and reflect both learners' present and future needs.

6. UK General Data Protection Regulation (UK GDPR) compliant

The service complies with all requirements of UK GDPR, tailored by the Data Protection Act 2018. We, at all times, safeguard the confidentiality and privacy of our learners. We do not give personal details to other people without asking our learners first.

7. Enabling

Enquirers, learners, parents, employers, staff and partners should be able to make informed choices about ways in which Twin Employment and Training can meet their individual training and development needs. IAG services should encourage and support learners to access and use information to plan their careers, supporting learners to explore the implications of both learning and work in their future career plans.

8. Welcoming, Friendly

IAG services should encourage learners to engage successfully with the service. Learners are made aware of the service through our website and marketing material. During Induction learners, will be visited in their groups by members of the IAG team who introduce themselves and explain the nature of their services.

IAG Delivery

This policy applies to all enquiring, enrolled and past learners at Twin. 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.

The following definitions have been used:

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone, ICT software, and websites.

Advice – this involves:

- Helping a learner understand and interpret information.
- Providing information and answers to questions and clarifying misunderstandings.
- Understanding their circumstances, abilities and targets.
- Advising on all options or how to follow a given course of action.
- Identifying needs – signposting and referring learners who may need more In-depth guidance and support.
- Advisory work is provided on a one-to-one basis as well as in groups.

Guidance – aims to support learners 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.
- Be able to better manage their lives and achieve their potential.

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.

Twin's service offer includes several elements that relate to IAG including, soft skills development relating to work-readiness, C.V. writing, preparation for interviews and safeguarding. There is also significant IAG taking place within the ILP process and the interventions offered to learners.

In line with the IAG defined above, Twin Employment and Training will provide assistance relating to:

- The range of support available at Twin.
- Course entry criteria, qualifications, accreditation and modes of study.
- Impartial careers advice and guidance.
- Personal goals, aspirations and motivation while on course.
- Guidance to its current learners to discuss progression.

Key Personnel

Key personnel of the processes are:

- Divisional Managing Director -Education, Employment and Skills
- Group Commercial & Operations Director- TET
- Regional Directors – TET
- Head of Quality & Safeguarding (Group)
- Contract Managers



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Our experience.

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Assessment Review and Evaluation

To ensure a high quality of IAG service, Twin will regularly evaluate its provision to ensure that:

- The information, advice and guidance service is delivered in accordance with our own IAG Policy.
- The information, advice and guidance service is delivered in accordance with National Standards.
- The information, advice and guidance service is delivered in accordance with the MATRIX quality standard.
- The information, advice and guidance service adhere to the OFSTED framework.

Impact

Impact data for IAG is collected in a number of ways including MIS data on the performance of learners who receive IAG, learner feedback forms and a number of surveys to capture the views of learners and inform further our delivery. This information feeds into Twin's self-assessment process at the end of the academic year and informs our quality improvement plan.

The Policy applies to all Twin Group Companies