

## **BMBC Employment and Skills Information Advice and Guidance (IAG) Policy**

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The BMBC Employment and Skills Service will deliver independent and impartial careers education, information, advice, and guidance (IAG), which is an essential element to raising aspiration, supporting social mobility, and delivering an inclusive economy. IAG supports our Barnsley 2030 vision: 'Barnsley - the place of possibilities'.

The Service will also provide a continuum of support that enables young people and adult residents to aspire high, make well-informed decisions and fulfil their potential.

Regardless of whether we are helping young people and adult residents getting ready for the world of work or supporting them to get into work, or to get on in work, we will inspire individuals to take their next step, help those taking action to aspire to fulfil their potential and to deliver support that will help those individuals to achieve their goals.

### **Our aim:**

- To engage and support all residents especially those who are, or at risk of becoming economically inactive in Barnsley.
- To support individuals to develop an awareness and understanding of the range of opportunities for learning, work, and personal development available to them.
- To enable individuals to make informed and realistic choices about their options and next steps in relation to their chosen learning/training path or career aspiration.
- To meet national standards and those of any associated funding bodies, ie Matrix Quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)), ESFA (Education and Skills Funding Agency), ESF (European Social Fund), Ofsted (Education Inspection Framework) etc.

### **Our IAG objectives include:**

- Supporting our residents (recipients of our IAG) to help them make the right choices at the right times in their lives, throughout their journey with our service (Appendix A, P5-P8)
- Empowering our recipients to achieve their learning and career goals and to develop independence in their choices and decisions.
- Supporting the improvement of our recipients' retention and success rates when they choose to learn with us.
- Proactively working with and collaborating with partners to ensure our recipients receive an effective IAG service via signposting and referral.
- Ensuring the delivery of IAG is responsive to changes, including legislation and the local, regional, and national labour market.

- Investing in our people, i.e., developing staff who deliver our IAG service.
- Continuously improving our provision (including via feedback) to meet learner, client, employer, stakeholder, and government demands.

### **Our IAG Outcomes**

- Support the progression of recipients into employment, progression in employment, progression in learning or to improved personal outcomes.
- All recipients will be supported to identify a clear progression pathway, proportionate to their needs, that will enable them to achieve their learning and wider goals.
- Ensure that recipients have access to the right IAG to be able to access the right learning, employment and education opportunities and other services.
- Develop appropriate methods of delivering and assessing IAG then establish the effectiveness, accuracy, and ease of access of this by the holding of forums, tutorials, learner/ client reviews, events, and surveys.
- Maintain a current and accurate resource bank of information for the recipients which will include appropriate IAG from sources such as the National Careers Service Course Directory.
- Identify and update information to meet recipient's needs, including developing appropriate local networks to support partnership opportunities, employment opportunities, specialist support and associated services and develop awareness of local learning opportunities.
- Develop effective relationships to promote and educate about safeguarding throughout the service to support recipients.
- Ensure all staff have access to IAG to support their job role and to assist with their development and learning.
- Provide easy to understand publications, guidance, and reference information to facilitate compliance to known requirements and assist staff to develop their learning and skills.

### **Statement of Service**

It is the intention of the BMBC Employment and Skills service to provide the following, in line with the Gatsby Benchmark (numbers in brackets for reference):

- Access to free 1:1 interviews as required, either face to face, by telephone or via an online platform, with comprehensive information and advice about options for personal development, learning, or work. (BM 1 / 2 / 3 / 4 / 8)
- Support from, specialist, qualified and experienced staff. (BM 1)
- Impartial, confidential information, advice, and guidance, focused on the needs of the individual. (BM 1 / 8)
- Easily accessible information, in a form that is easily understood. (BM 2)
- A service which promotes the highest standards of equality and opportunity (BM 3 / 4 / 7)
- Information advice and guidance on the availability of a range of additional support opportunities, for example, childcare, funding, additional support services and pastoral care. (BM 3)
- A referral to a more suitable/specialist provider, if required, to enable individuals to progress in learning, training, or work. (BM 5 / 7)
- Access to specialist support if required. This includes, but is not limited to, information being provided in an accessible format, access to an interpreter service if English is not your first language, support if you are disabled or have a learning difficulty. (BM 3)
- A service that welcomes suggestions for improvement. (BM 1)

## Confidentiality

Any records maintained as part of the IAG process are kept in accordance with the General Data Protection Regulations 2018 and any current subsequent human rights legislation, which guarantees a right of privacy. We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality where the safety, rights and liberties of other people, or the people giving the information may be seriously at risk.

Details of our privacy statements can be found at:

<https://www.barnsley.gov.uk/media/23624/esf-ambiton-success-and-sector-routeways.pdf>

<https://www.barnsley.gov.uk/media/20403/esf-advance-and-advancing-digital-privacy-notice.pdf>

<https://www.barnsley.gov.uk/services/information-and-privacy/your-privacy/>

## Customer Feedback

The service welcomes feedback on the service provided and recipients are asked for their views at various stages in their journey with us. In addition, there is an overall BMBC policy which can be located at

<https://www.barnsley.gov.uk/have-your-say/complaints-and-compliments/>

## Measuring the Impact of Information Advice & Guidance

The service measures the impact of IAG through several measures including:

- Learner/ client attendance
- Retention
- Feedback and achievement
- Staff attendance, retention, feedback, and morale
- Learner/ client success rates
- Staff training and development/ progression in the business (where opportunity allows)
- Learner/ client progression and destination data
- Feedback & Complaints or Compliments from partners and service users
- External audit feedback
- Observation of practice
- Supervision via KITs /PDRs
- Quality Improvement plans and Self-Assessment reviews

## Definitions

**Information** - refers to the provision of factual information data conveyed via contact through face-to-face, individual, group or class interaction, which is verbalised, written, or printed, or through different media including booklets, ICT software, and websites and so on.

**Advice** - requires more in-depth interaction with the individual and contributes to decision-making through suggestions on different options. It Includes:

- Helping individuals to understand and interpret information.
- Providing information and answers to questions.
- Clarifying misunderstandings.
- Understanding individuals' circumstances, abilities, and targets.
- Advising individuals on their options or how to go about a given course of action.
- Identifying needs and signposting or referring individuals who may need more in-depth guidance and support.

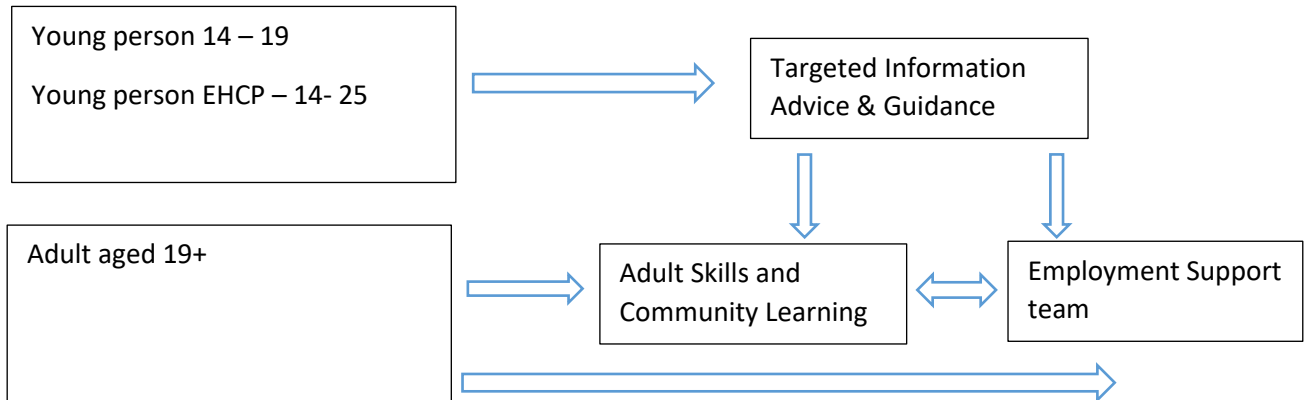
**Guidance - involves** the process of providing in depth and personalised advice and support to individuals. It involves a complex interaction between advisor and individual to identify and clarify individual needs, explore ideas, and challenge unrealistic expectations to determine the most suitable options for their development, learning and/or career goals.

### **Review**

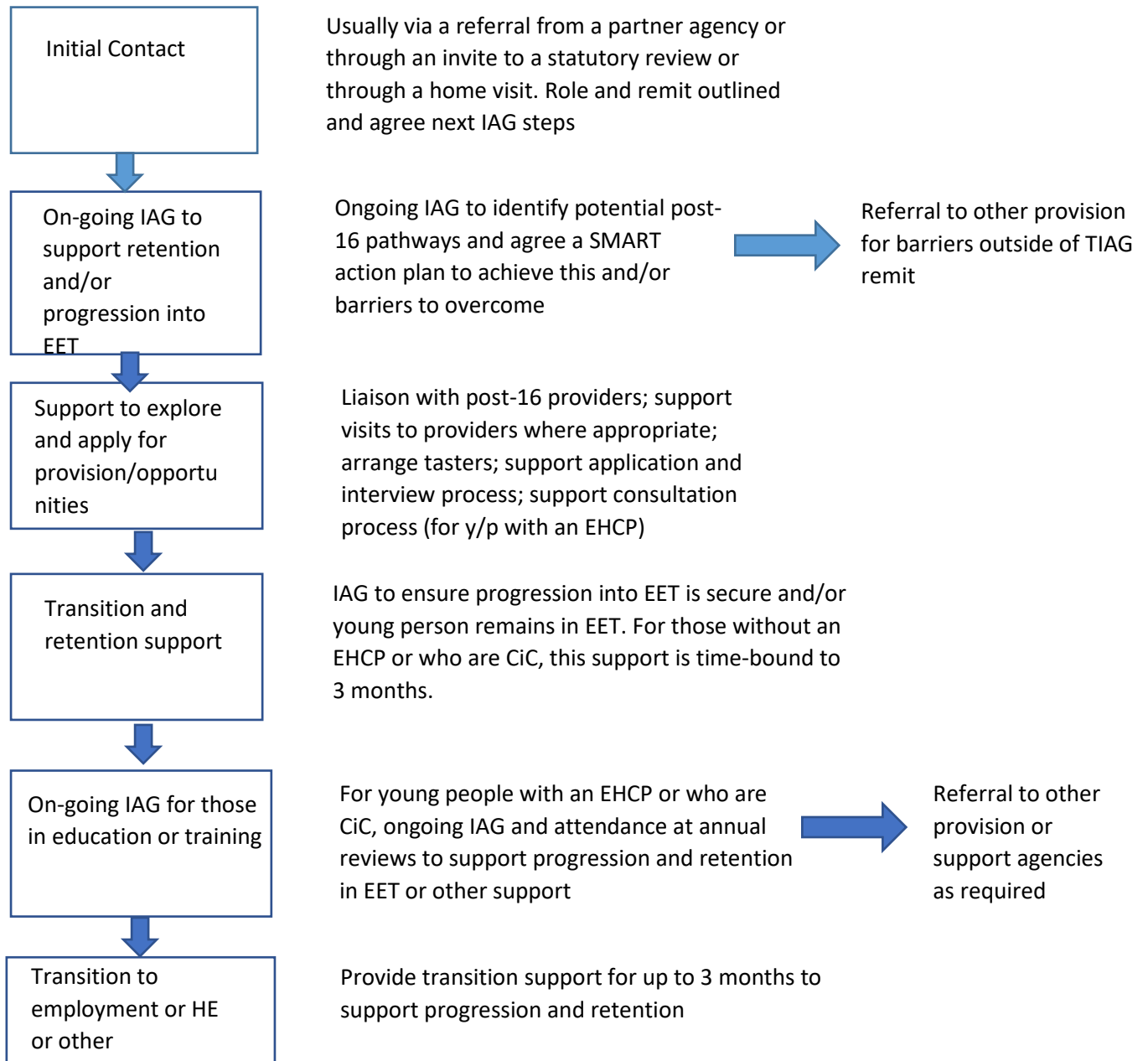
This policy will be reviewed every 12 months, or earlier if required.

## Appendix 1 - Learner Journey (P5-8)

### Cross service referrals



## TIAG Service: Young Person's IAG Journey



Throughout the IAG journey, Personal Advisers work in partnership with:

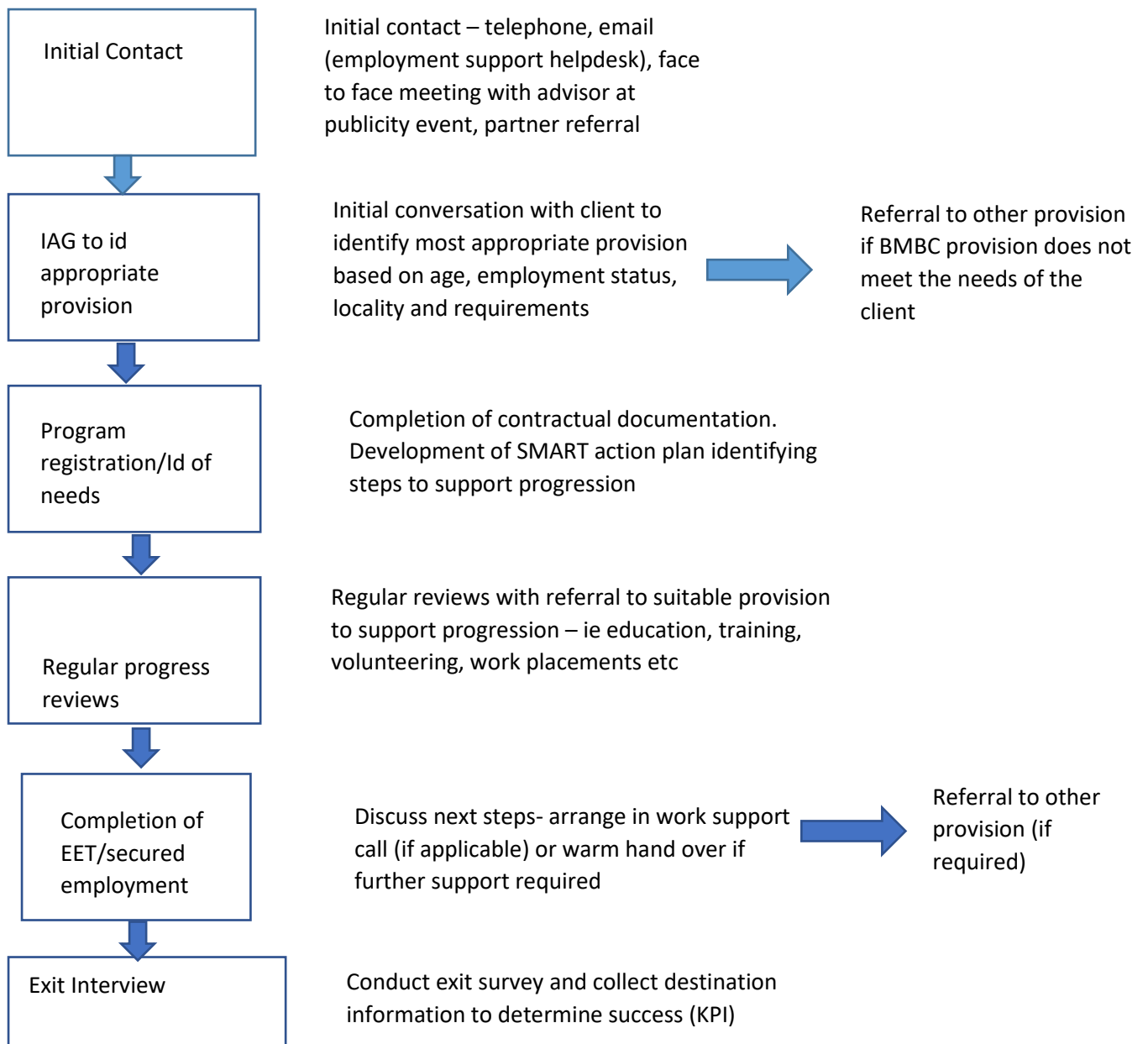
- The EHC Team
- Children's Social Care
- The Virtual School
- Youth Justice Service

And contribute to statutory plans and reviews to support progression into EET.

## ASCL LEARNER JOURNEY

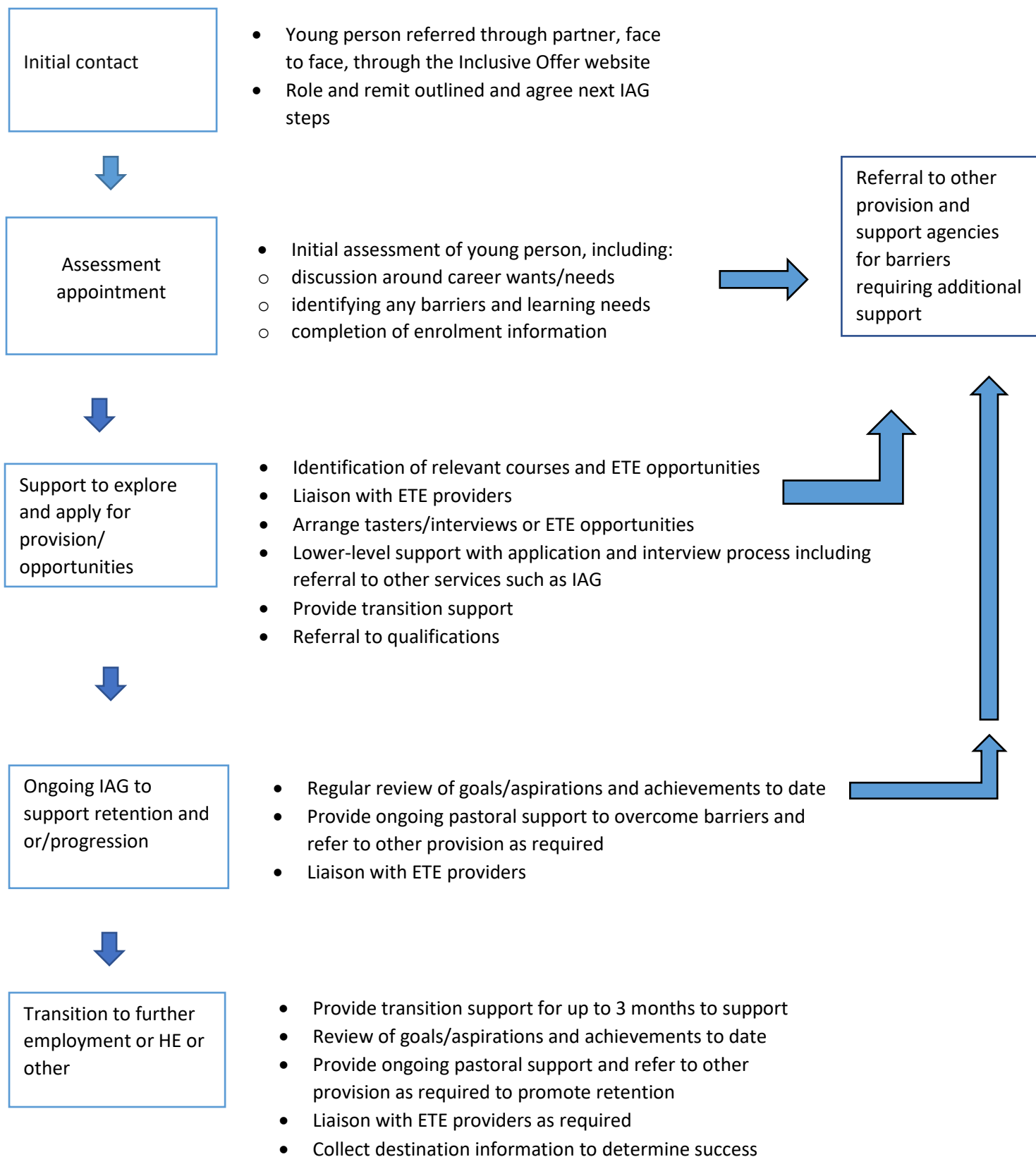
Learner enquiry	<ul style="list-style-type: none"><li>• Over the phone, referral from partner, face to face, through social media, through the website</li></ul>
Pre course assessments and IAG appointment	<ul style="list-style-type: none"><li>• Initial assessment of learners</li><li>• Initial career discussion</li><li>• Barriers and learning needs identified</li><li>• Completion of enrolment information</li><li>• Completion of IAG stage 2 Pastoral form</li></ul>
Placed on a course	<ul style="list-style-type: none"><li>• Identification of relevant course by IAG</li><li>• Follow up email</li><li>• Tutor identifies barriers from stage 2 Pastoral IAG form</li></ul>
Induction	<ul style="list-style-type: none"><li>• Induction video completed in the first class</li><li>• Code of conduct video observed</li><li>• Induction survey completed</li></ul>
Learner support	<ul style="list-style-type: none"><li>• Classroom learner support</li><li>• Teaching resources specific to learner needs</li><li>• Pastoral support to overcome barriers</li><li>• Attendance monitoring to keep learners on track</li><li>• Progress monitoring to keep learners on track</li></ul>
Learner reviews	<ul style="list-style-type: none"><li>• Tutorial every half term –<ul style="list-style-type: none"><li>○ Progress review and mid course survey</li></ul></li><li>• End of course tutorial -<ul style="list-style-type: none"><li>○ Next steps / progression review</li><li>○ End of course survey</li></ul></li></ul>

## Employability Learner Journey





## Provision & Partnerships – Pathways to Employment and Higher Education Service: Young Person’s IAG Journey



**Cross service referrals**

