

INFORMATION, ADVICE AND GUIDANCE

**A handbook for learners on courses and
programmes delivered by Learning in
Wiltshire**

Welcome to Learning in Wiltshire

Learning in Wiltshire is the adult education training and delivery arm of Wiltshire Council. We deliver a wide range of accredited and non-accredited learning programmes to both internal and external customers across the county. Courses cover Family Learning, Adult Community Learning, Work based Learning, Classroom based courses, Apprenticeships and Traineeships. All **Learning in Wiltshire** staff are aware of the importance of impartial information, advice and guidance (IAG) prior to, during and after an individual's learning programme. All of our staff are committed to helping our customers and learners explore options, get the best out of their learning programme and continue to develop their skills to higher levels after completion of their course or qualification.

We look forward to welcoming you onto one of our learning programmes and hope you enjoy your learning experience with us. This handbook has been designed to help you make the most of your time with us. It explains how we can support your learning and how you can help us improve our information and services to you.

Our vision is to:

provide an excellent learner centred experience which supports our customers to achieve their full potential, aspiration and goals.

Our objectives are to:

- 1) empower our customers to achieve their learning goals
- 2) help our customers to develop independence in their decision making
- 2) ensure that the delivery of information, advice and guidance meets all of the **Learning in Wiltshire** standards and complies with the Matrix requirements.
- 3) ensure that the delivery of information, advice and guidance responds to changes and developments both internally and externally, including changes to our customer markets
- 4) ensure continuous quality improvement in the delivery of the information, advice and guidance service
- 5) identify and work in partnership with external organisations to inform and enhance our service to our customers

How to contact us

In the first instance you may need to speak to your tutor or assessor. If you would like to make further contact please phone:

Learning in Wiltshire team:

General enquiries	Judith Millican	01225 713264
Workbased qualifications	Jo Stoddart	01225 711638
Family Learning	Judy Vanderpump	01225 898451
Apprenticeships/Traineeships	Lesley Brown	01225 718273

Access to Information, Services and Facilities

Equality and Diversity

Learning in Wiltshire is committed to providing the best possible opportunities for all learners. We welcome people from all backgrounds and have an equal opportunities policy to ensure that no-one is treated unfairly due to their race, gender, physical or learning disability, ethnic origin, religion, marital status or age. We are committed to fairness and equality of access, opportunity and outcome for all learners and potential learners. We oppose discrimination in any form and have a commitment to making our courses inclusive and available to all.

We want everyone to achieve their full potential and enjoy what **Learning in Wiltshire** has to offer. If you would like further details on any of our policies please contact us.

Accessibility

We have particular regard for the needs of customers who may require information in formats other than those immediately available. This may include large print, audio or Braille. We can organize signing or translation into other languages. Please contact us if you require our information in a different format.

Careers, Information, Advice and Career Guidance

Provision of initial information, advice and guidance (IAG) is carried out by **Learning in Wiltshire** staff, tutors or assessors. Ongoing IAG is incorporated within the learning programme and your tutor or assessor will talk to you at various stages in your learning about your progress, aims and objectives, career and further course information. When you have completed your course we will provide final IAG that covers future training or courses, career development, special interests according to your needs and signposting to relevant progression pathways or other providers.

In order to help you to make informed decisions about your future learning or career directions we can also offer you an IAG support session or put you in touch with Careers Service advisers who are qualified to provide information, careers and skills advice that is tailored to you.

Our own Learning in Wiltshire IAG qualified staff have the skills and knowledge to identify your needs and then help you to explore suitable options for your circumstances. Our service is impartial and responsive to your present and future needs and we will help you to engage successfully with our services or provide you with details of suitable alternative services. If we identify other organisations that could meet your needs, we will ensure that you are clear about any links between the services offered.

An adviser will not tell you what to do – they will work with you to help decide on the best way forward. A careers advice interview can help you generate ideas, focus on what is important to you and look at your situation in a different way.

We work in partnership with The Learning Curve and other services within Wiltshire Council to provide you with a quality IAG experience.

What our IAG service can offer you

- Find learning and training that is right for you
- Improve your English, maths and IT skills
- Understand the local job market and look for jobs and careers that suit you
- Find out about funding to support your learning
- Develop your CV
- Improve your interview and presentation skills
- Progress in your current job
- Find out about the types of disability and childcare support available.

How to Access the IAG Service

Initially you may want to speak to your tutor or assessor who will either be able to help you or signpost you to a member of staff who will be able to help you with:

- Detailed information on our own **Learning in Wiltshire** courses
- Details of other organisations or suitable services that may be able to assist you to achieve your learning or career goals and support to access these
- Making an appointment with our IAG advisor.

We can provide support for people with disabilities, difficulties and medical conditions e.g. hard of hearing, visual impairment, etc. We aim to support you to successfully access and use our service if you have any particular communication needs or if you use a language other than English. We can also assist you by providing information in alternative formats or other languages.

You can book an appointment with an **IAG Advisor** by speaking to your tutor or assessor or calling our friendly frontline staff to make an appointment for you.

Name	Telephone	Email address
Judith Millican	01225 713264	Judith.millican@wiltshire.gov.uk
Jade Boniface	01225 713201	Jade.boniface@wiltshire.gov.uk

Our Website

Our new website www.learninginwiltshire.org.uk is due to be launched mid January 2014. The website will give you up to date information on all courses and learning programmes offered through Learning in Wiltshire with details on how to enrol, help with fees and childcare, dates and times etc.

Learner Charter

As a **Learning in Wiltshire** learner

We aim to:

- Treat you with equality and respect
- Offer you a safe and healthy place to learn
- Enable you to receive clear, up to date information, advice and guidance about your course and other learning opportunities
- Ensure you will be taught by suitably qualified and experienced tutors or assessors
- Give you information on accessing additional support if needed
- Give you opportunities to comment on the quality of your course and the services of the Learning in Wiltshire team

In return we expect you:

- To arrive on time and attend your learning programmes regularly
- To take responsibility for your own learning
- To complete all necessary forms for enrolment purposes
- To be considerate of others and treat everyone with courtesy and respect
- To follow health and safety procedures
- To accept the conditions of the Equal Opportunities Policy
- to inform your tutor or assessor of any circumstances that might affect your attendance or ability to undertake your course or qualification

Confidentiality of Information

Information entrusted to our staff will be treated as confidential, and will not be used for purposes other than those for which it was gathered, without the express consent of the learner

Learning in Wiltshire staff will respect decisions made by learners about disclosure of confidential information and undertake to communicate effectively with customers to help them understand the implications of any decision not to disclose.

Safeguarding

The Learning in Wiltshire team have a clear commitment to safeguarding and promoting the welfare of children and vulnerable adults. We work alongside other services and agencies in Wiltshire to prevent abuse or neglect and undertake to investigate any concerns if we think a child or vulnerable adult may be at risk of harm.

Learning in Wiltshire IAG - Standards for delivery

Principles for Coherent Delivery in IAG Services	Learning in Wiltshire standard	How/evidence
<p>Accessible and Visible</p> <p>IAG services are recognised and trusted by customers, have convenient entry points from which customers may be signposted or referred to the services which most closely meet their needs and are open at times and in places which suit customers' needs;</p>	<p>Customers are made aware of the range of services available to them</p> <p>Contact details for information and advice are available on all promotional leaflets and materials</p> <p>All customers receive appropriate Information, advice and support prior to enrolment</p> <p>The IAG service and individual appointments are available to all customers at a time and in a place that is convenient to them</p>	<ul style="list-style-type: none"> • IAG Leaflets • Intranet • Internet • Brochures • Telephone • Face to face • SAP • e-mail • ILPs • Learning in Wiltshire Times
<p>Professional and Knowledgeable</p> <p>IAG frontline staff have the skills and knowledge to identify quickly and effectively the customer's needs. They have the skills and knowledge either to address the customer's needs or to signpost or to refer them to suitable alternative provision;</p>	<p>All Learning in Wiltshire staff who are involved in the delivery of IAG services undertake suitable training and updating to gain the IAG skills and knowledge required for their particular role</p> <p>Customer's needs are established and addressed promptly and flexibly</p> <p>Customers are referred or signposted to appropriate alternatives when required</p>	<ul style="list-style-type: none"> • CPD records • enrolment records • emails • Referral records • ILP's

	Requests for information are processed within 5 working days	
<p>Effective Connections</p> <p>Links between IAG services are clear from the customer's perspective. Where necessary, customers are supported in their transition between services;</p>	Customers are signposted or referred to other providers and sources of information if Learning in Wiltshire is unable to provide the information or support the customer needs	Referral records ILP's
<p>Availability, Quality and Delivery of IAG services</p> <p>Services are targeted at the needs of customers, and be informed by social and economic priorities at local, regional and national levels;</p>	Learning in Wiltshire offers an IAG service that is confidential, impartial, objective, relevant and up to date. Staff actively promote the provision of information and advice that meet the Matrix standard	IAG leaflets Learner feedback Referral records
<p>Diversity</p> <p>IAG services will reflect the diversity of customers' needs;</p>	<p>The IAG service is delivered in line with equal opportunities and other relevant legislation</p> <p>Any information or advice is offered in a supportive, friendly, respectful and non discriminatory manner.</p> <p>Staff use information and materials that promote equality of opportunity and diversity</p>	IAG leaflets ILPs Learner feedback
<p>Impartial</p> <p>IAG services support customers to make informed decisions about learning and work based</p>	Learning in Wiltshire deliver an IAG service that is tailored to customer's needs	ILPs New technologies

on the customer's needs and circumstances;	Learning in Wiltshire hold a range of materials and resources that will help customers make informed choices and decisions	On-line tools Resources and materials
Responsive The service is responsive to present and future needs of customers;	Learning in Wiltshire have appropriate evaluation processes in place to ensure continuous improvement of the service Customer and employer's feedback is sought and acted upon promptly where appropriate	Learner feedback Employer/line manager feedback Quality Improvement and action plans Impact survey results
Friendly The service is friendly and welcoming and encourages customers to engage successfully with the service;	All enquiries are handled promptly and flexibly	ILPs Centre records Customer feedback
Enabling The service encourages and supports customers to become lifelong learners by enabling them to access and use information to plan their careers;	Learning in Wiltshire supports its customers to find, understand and use IAG information Customers receive effective IAG and support throughout their learning programmes including access to specialist support where appropriate	ILPs e-portfolio Tutorial and review records Customer feedback
Learning and Work The IAG service supports customers to explore the implications for both learning and work in their future career plans;	All customers are made aware of possible next steps at the end of their learning programme	IAG leaflets ILPs Customer feedback Exit interview

		IAG Pack
<p>Awareness</p> <p>Customers are aware of the IAG services that are relevant to them, and have well informed expectations of those services.</p>	<p>Learning in Wiltshire makes all customers aware of IAG services at induction</p> <p>Customers receive appropriate IAG information at induction and exit</p>	<p>IAG leaflets</p> <p>Induction records</p> <p>ILPs</p> <p>Customer feedback</p>

Definitions of Information, Advice and Guidance

Information

Giving “*information*” means providing a client with a simple piece of up-to-date information about learning and work opportunities, without going into any significant detail. Although this help is client-centred, it is impartial in that we offer a range of options without discussing which one is the most appropriate. The information might be:

- Printed – such as leaflets, brochures and prospectuses
- Audio visual – such as videos
- Media – such as radio and newspapers
- Computer – such as website addresses, podcasts and CD roms
- Verbal – such as one-to-one discussion, help-lines

Advice

Giving “*advice*” complements the information provided, by expanding on the knowledge previously delivered. It is still client-centred but more focused and tailored to the individual’s needs, involving some form of explanation, which may be confidential – an extra piece of knowledge. The advice might be:

- How to access a website
- Prioritising one leaflet over another
- Signposting the client in a definite direction
- Outlining directions on a map

Guidance

Giving “*guidance*”, our enhanced service, builds on the information and advice stages by being complementary as well as progressive. It is client-centred in a much more in-depth way, usually involving a confidential interview to establish the client’s needs, range of options and ultimately formulates a personal action plan to help the client achieve milestones in their learning or work. The actions must be given a timescale and be realistically achievable. The guidance might be:

- How to improve skills for work
- How to improve English and Maths
- Planning career progression – using computer software programmes to focus on particular careers
- Devising a CV
- Job search/Interview techniques