



Information, Advice and Guidance Policy

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Intent

Instep UK Ltd is committed to providing high quality information, advice and guidance (IAG) for all its learners, intrinsically linked to equipping learners 'with the skills to win', enabling them to fulfil their potential.

It is also our policy to ensure learners are prepared for the responsibilities of higher education, sustainable employment and can progress successfully. This policy sets out the principles of independent and impartial guidance provision at Instep UK.

Impartial guidance is available and provided to learners and prospective learners. This policy is written in accordance with the DfE guidance:

[Careers guidance and access for education and training providers \(publishing.service.gov.uk\)](https://www.gov.uk/government/publications/careers-guidance-and-access-for-education-and-training-providers) (Jan 2023)

It is Instep UK Ltd's intent to deliver a robust, impartial, unbiased and effective information, advice and guidance (IAG) service to internal and external customers, organisations and key stakeholders, that is responsive and meets their needs, providing a comprehensive service that meets national standards and requirements.

The ambition is to enable potential learners and employers to make well informed and realistic decisions about their training and development needs, which will aid career progression, help them select future pathways, and support company training solutions aligned to their business strategy.

Policy Objectives

1. Empower learners to plan and manage their own futures
2. To provide good quality, impartial and unbiased IAG in a form that is easily understood by the recipient.
3. To ensure IAG is treated confidentially as per legislation.
4. To ensure IAG promotes and embeds EDI, challenging stereotypes throughout all of the provision.
5. To systematically monitor, review, evaluate and continually improve our IAG
6. To monitor and evaluate the effectiveness of provision in delivering Safeguarding and British Values outcomes.
7. To signpost customers to other services where the nature of the query is out of scope of Instep's capability.
8. Develop and deliver a curriculum which is aligned to the needs of business, industry and the community
9. Respond to the individual needs of the learner and help them to raise aspirations and challenge expectations
10. Develop and support the continuous improvement of the quality of the entire learner experience

Measurement of progress towards achievement of these strategic objectives will be via organisational and individual OKR's.

Instep UK adopts a robust approach to self-assessment, in line with Ofsted's Education Inspection Framework requirements and effective quality improvement strategy. Instep UK provides IAG support for all customers (potential & existing learners), employers, staff and partners.

Learners

We aim to.....

Provide learners with access to IAG, which is current, updated, reliable, easy to understand, fit for purpose and addresses the wide range of questions and concerns that might develop when considering engaging in learning and skills.

Our policy is to ensure IAG covers a range of activities and interventions that will help individuals to become more self-reliant and better positioned to manage their personal and career development, including training and

learning. This includes creating personalisation of learning into the learning plan and program of learning, identifying individual learning needs and additional learning support where required. Our IAG will include life skills including mathematics and English requirements, identification of vocational areas of learning and development of employability skills, knowledge and behaviours.

Our objective is.....

- To facilitate the understanding of a range of opportunities available via provision of clear information in a wide variety of contexts and formats which enables them to make informed and realistic decisions about their current and potential future vocational or personal needs based on accurate information.
- To evaluate and continuously improve our performance and measure distance travelled against:
 - OKR's mapped to Instep UK's business strategy
 - Learner data. Monitoring the effectiveness of our IAG outcomes to inform the identification of the most appropriate program of learning, initial assessment processes and target setting for learners
 - The embedding of Equality, Diversity and Inclusion (ED&I), Functional Skills and British Values into all aspects of IAG for all learners
 - Overcoming any learner barriers or perceived challenges to learning, development and progression, encouraging effective learning and training solutions for all individuals
 - Ensuring the learner voice is heard and improvements made as a result of learner feedback

Employers

We aim to.....

Provide employers full access to IAG which is fit for purpose, current, updated, reliable, easy to understand and addresses the wide range of questions and challenges, issues and concerns that may develop during the consideration of, and implementing, training solutions. Our policy is to support employers to develop their own businesses further by providing IAG on training solutions that meet individual employer needs.

Our objective is.....

- To evaluate, continuously maintain and improve the quality of our delivery and measure distance travelled against the following criteria:
 - Employer responsiveness, employer engagement and employer organisational requirements
 - Success in employee achievement, completion of courses and evidencing development of knowledge, skills and behaviours
 - Measurement of distance travelled against the key performance indicators mapped to the Instep UK business/development plan
- To undertake employer diagnostics and training needs analyses to support employers to identify, deliver or appropriately signpost employers to organisations who can provide effective training solutions.
- To support businesses to grow and develop their capabilities
- To ensure the employer voice is heard and improvements made as a result of their feedback

Staff

We aim to.....

Provide all Instep UK staff with effective IAG to enable them to continually develop their knowledge, behaviours and expertise in specific areas, perform their own job role effectively and become an asset to Instep UK.

Our objective is.....

- To enable our staff to recognise the extent of their own competencies and to direct them to the most appropriate internal and/or external sources to address individual CPD (Continuous Professional Development) needs.
- To develop IAG skills to a level that meets their job role and responsibilities
- To evaluate and continuously improve our performance measuring distance travelled against:
 - Staff retention
 - Staff CPD that meets the high standards expected by Instep UK
 - Staff Appraisals
 - OKR performance
 - Internal quality assurance activity
- To continue to develop effective strategies and take swift and robust action to improve the company performance through our employees resulting in high quality support for our learners
- To promote a culture of respect, teamworking and professionalism for Instep UK.
- To ensure all delivery staff maintain their annual mandatory training

Partners and Sub-Contractors

We aim to.....

Foster and maintain positive working relationships with partners and sub-contractors via effective embedded communications strategies.

Our objective is.....

- To collaborate, monitor and measure the effectiveness of partners involved in delivery
- To collaborate with all partners to deliver the most effective provision to meet the needs and aspirations of young people, adults and employers.
- Measure against the national, regional, LEP and local economic and demographic targets for learner achievement and aspirations
- To identify and support development towards UN Global Goals
- To ensure our Partner's voice is heard and improvements made as a result of their feedback
- To ensure Partner OKR targets are met

Implementation

IAG Promotion - Being aware of the service and engaging with it

Responsibilities

Instep UK Client Solutions and Onboarding Team plus Instep UK Specialist Coaches and Trainers are responsible for providing IAG to prospective applicants on recruitment to Instep UK programmes. Specialist Coaches and Trainers provide learners with support throughout their learner journey to enable them to successfully complete their qualifications. Specialist Coaches and Trainers provide learners with guidance on their next steps following on from achievement of their programmes taking in to account their life goals.

The Instep UK Board has responsibility for oversight of the IAG services. Instep UK Senior Leadership Team (SLT) are responsible for monitoring the frontline delivery, including the observation of the IAG service, and identifying areas for continuous improvement.

The provision of IAG services is quality assured via the collection and analysis of participant feedback and analysis of key performance learner data.

The outcomes from feedback and from the SLT will be subject to discussion at routine Management Meetings and monthly Board meetings.

Apprenticeships

Interventions	Examples of IAG
Initial Contact	Website enquiries – employment vacancy, learner programmes, employer solutions, potential partners Organisation Diagnostics, Discovery and Road to Launch Line manager and learner information sessions - Launchpads Skills Gap Analysis Matrix Expression of Interest/application form BKSB and Cognassist Learner Handbook
Onboarding and Programme Appraisal	Multiple interventions to assess learner/employer commitment Enrolment process, SGA discussion, recognition of prior learning, programme suitability, course overview and module timetable Information sessions Programme Appraisal Survey
Induction	Apprenticeship induction online module Coach intervention, I.A. and diagnostics results explored Learner induction handbook ALS plan where required Start of the ILP – inclusive of career goals Safeguarding, Welfare and Prevent support
On programme	One to one access to qualified staff 4-6 weekly interventions with Specialist Coach Embedded CEIAG within subject content Group workshops delivered by Specialist Trainers/Coaches Highlight upcoming marketing of key events

	<p>Progression guidance through Specialist Coach reviews/ VLE resources</p> <p>Ongoing Safeguarding, Welfare and Prevent support</p> <p>Ongoing SGA – 3 way review with Specialist Coach and Line Manager</p> <p>Ongoing English and Mathematics support</p> <p>Learner quarterly learning reviews – 3 way with Specialist Coach and Line Manager</p> <p>On Programme survey completed at each quarterly learning review</p> <p>Workshop survey completed after each group, knowledge based session</p> <p>FS survey completed after each 'power hour' specialist session</p>
Exit	<p>Specific careers information and advice</p> <p>Gateway/Exit interview</p> <p>Completion Survey</p>

GMCA

Interventions	Examples of IAG
Initial Contact	<p>Website enquiries</p> <p>GM Skills Map Referral</p> <p>Business Growth Hub referral/enquiries</p> <p>Led Generation Activity referral/enquiries</p> <p>Other Stakeholder referrals/enquiries</p> <p>Enquiries received at Events and Forum</p> <p>Expression of Interest/email enquiry</p> <p>Social Media</p> <p>'Insight' Sessions</p>
Pre-Onboarding	<p>Organisation Diagnostics, Discovery, Organisational Needs Analysis</p> <p>Training Needs Analysis (individual referral)</p> <p>Impartial discussion on suitability of chosen programme for employer/individual</p>
Onboarding	<p>Recognition of prior learning</p> <p>Initial Assessments</p> <p>Additional support needs</p> <p>Safeguarding and Welfare Support/Arrangements</p>
Pre-Programme	<p>Access to CEIAG qualified staff</p> <p>Skills Gap Analysis</p> <p>Programme suitability, course overview and Masterclass/programme timetable</p> <p>Motivations/Commitment to programme</p> <p>Barriers/additional support needs</p>
On programme	<p>Access to qualified staff</p> <p>Embedded CEIAG within subject content</p> <p>Group Masterclasses delivered by Specialist Trainers</p> <p>Highlight upcoming marketing of key events e.g. Lunch & Learns</p> <p>Ongoing Safeguarding and Welfare support</p>
Exit	<p>Exit Survey</p> <p>E-handbook to compliment taught session (emailed)</p> <p>Follow ups (6 week)</p> <p>Invited to sign up to newsletter</p> <p>Impartial discussion / signposting to further advice and support</p>

Impact

There are some critical performance metrics we expect to achieve to measure the impact and effectiveness of our IAG service:

- *Learner retention to be at least 80%*
- *Stakeholder satisfaction at 50 NPS or above*
- *Learner overall achievement of 70% minimum and distinction level achievement of 65%+*
- *Learner destination and personal progression, 100% to remain employed with at least 50% will have further progression in the workplace or onto further study*
- *Increase in levels of confidence, motivation and self esteem, 100% of learners to state this*
- *Improved social mobility, 40% of learners to state this*
- *Narrowing of participation and achievement gaps between different groups of learners*
- *Tangible return on investment for our clients*

These performance metrics are reviewed monthly as part of our self-assessment and continuous improvement activities