



ENABLE

The Voluntary and Community Sector
Learning and Skills Consortium

Information, Advice and Guidance Policy

Change History

First Published:		05/01/2006	Originally Created by:	Accreditation Lead
Person Responsible for Policy:		Enable CEO		
Date of Review	Reviewed by	Policy changes	Approved by	Date of next review
16 Feb 2018	Standards Officer	Small changes to wording and referencing	Operations Manager	23 July 2018
13/09/2018	Standards Officer	No Changes	CEO	17/10/2019
17/08/2019	SMT	No changes	CEO	17/08/2020
21/04/2020	SMT	No Changes	CEO	21/04/2021
06/10/2020	BDM	COVID-19	SMT	21/04/2021
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26/11/2020	BDM	No changes made	SMT	21/04/2021
18/12/2020	BDM	No changes made	SMT	21/04/2021
05/01/2021	BDM	COVID-19	SMT	21/04/2021

Original Date: **05/01/06**

Review Date: 17/08/2019

Strategic Commitment:

Enable is committed to ensuring that impartial advice and guidance is offered to any learners or clients that access Enables services.

Purpose

To provide high quality IAG to its clients and learners, enabling them to make informed choices about ways to meet their individual learning, training and development

Policy Statement

Enable's IAG service aims to provide high quality IAG to its clients and learners, enabling them to make informed choices about ways to meet their individual learning, training and development needs.

ImplementationEnable will:

Support delivery partners to offer an effective IAG service to learners that are taking part in courses funded by Enable.

Provide an accessible service open at times and places which suit our client's needs, and establish networks with points for referral or signposting into the service.

Support the maintenance of IAG staff competence to ensure staff can identify and effectively respond to clients' needs.

Establish networks, and effective relationships and practices with other agencies to ensure the client experiences a supported and seamless transition between services.

Deliver IAG services to clients in response to the diversity of their needs, and which are impartial and free from bias.

Encourage clients to engage with the service and contribute to the exploring of choices and services available.

Establish client expectations which are informed by the available services and their limitations, and a client's individual needs.

Maintain an up to date and managed information resource.

Covid-19

Enable recognises the acute economic challenges we are all facing because of COVID-19 and have been working hard to respond and adapt to the Covid-19 pandemic over the last few months. The coronavirus pandemic has meant we have had to stop face-to-face learning.

The priority must be the safety and protection of everyone we help and assist, and during this period we actively encourage the use of digital solutions for delivery, training, and learning, as far as is practicable. We have a range of measures in place to protect our learners, adults, children and vulnerable people, and the wider community, and this will continue, based on the latest health and safety advice.

Wellbeing, safety and the need for adequate support and supervision is and will always be one of our primary concerns. We will endeavour to change the way evidence is recorded to be systematic and consistent and will include information about everyone who is involved. Because of the restrictions imposed by COVID-19 we have re-designed our learning programmes, to be delivered online through blended learning, where we use video and audio as evidence of competence.

Once COVID-19 restrictions are lifted we very much hope to be able to return to observing learners in a face to face environment or workplace.

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Our objective for these measures is to support all our learners, adults, children and vulnerable people, and to continue to deliver services where possible, so that they may progress in all aspects of learning and progress in to or within employment. We will also support employers in retaining their apprentices and support apprentices to complete their apprenticeships as planned. Although apprentices are returning to the workplace and educational settings, our guidance still aims to help all parties through this period of transition. Enable will ensure that any measures put in place continue to provide the quality of teaching and learning required, to meet our standards, and to ensure individuals meet the relevant proficiency standards on completion.

Enable will:

- Encourage training to be delivered remotely and via e-learning as far as is practicable.
- Allow employers, assessor, tutors, and subcontractors to report and initiate a break in learning, where the interruption is due to Covid-19
- Improve the quality of information available to everyone, ensuring learners can access reliable and appropriate information.
- Ensure good quality, impartial, up-to-date information advice and guidance is given, reflecting the education provision is available to learners about their continuing learning.
- Secure effective information, advice and guidance for everyone in relation to learning and potential career choice.
- Ensure there is coherent information, advice and guidance provided in relation to all training options, and that information, advice and guidance takes in to account all learners, children, adults, and vulnerable people, from all backgrounds and characteristics

Updates:

Upon entering any national lockdown, all staff will work from home until restrictions are either lifted or government guidance changes. All training will be delivered remotely to ensure the safety of staff, learners, and others, unless face to face learning is required and in accordance with government guidelines. The quality of information, advice and guidance will always be available to everyone, including learners, adults, children and vulnerable people, employers and employees. Information, advice and guidance is still a priority and will be given where needed, wanted and/or required.

Enable will continue to monitor and keep abreast of any changes and will review all COVID policy statements as Government guidance changes.

Signed: _____

Position: _____

Date: _____