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**TITLE: INFORMATION ADVICE & GUIDANCE POLICY (IAG)**

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### Introduction

This Statement of Services fully explains the services available in respect of Information, Advice and Guidance (IAG):

#### 1. What can we offer?

We are able to offer you advice and guidance to all learners in the following areas:

- (a) Career planning
- (b) Employment opportunities
- (c) CV and application preparation
- (d) Free and impartial information on College courses and progression opportunities
- (e) Support with applications to colleges and job vacancies
- (f) This support is offered on an appointment basis. In many instances for off-site learners it is appropriate to ring SETA on 0161-480-9822 prior to your visit to confirm that an appointment is available
- (g) Course information is available from the website [www.setatraining.com](http://www.setatraining.com) and may also be offered on a drop-in basis at SETA. Offsite learners can contact SETA to arrange appointments or contact their Training Advisor.
- (h) The service is available Monday to Thursday between 8.00 am until 4:00 pm and Friday 8:00am until 3:30pm there is also a free IAG request page on [www.setatraining.com](http://www.setatraining.com)

#### 2. Have we got it right?

We need to know if you have had a good service — we value comments as these very often enable us to change the service. You may wish to register your concerns with us, by letter or email or by speaking to a member of staff.

An acknowledgement to a complaint will be made within 3 days and all complaints are monitored and presented to meetings to identify common trends and to maintain/ improve quality. Subsequent action will then be taken.

Learners may also be asked to complete comment cards or participate in learner forums on the website to help us plan and develop our services to you. SETA needs to know how learners feel so that we can review whether we are maintaining the standards of Matrix for information, advice and guidance.

### **3. Additional services**

The services outlined are available to all learners. In cases where learners are located in the community or on employer sites and have difficulty accessing SETA, then members of staff are happy to visit.

SETA has a Disability Policy which clearly states the services available for learners with learning difficulties or disabilities. A copy can be viewed on [www.setatraining.com](http://www.setatraining.com)

### **4. Information**

A wide range of information is available from various Advice and Guidance Network members, including:

- (a) Careers and higher education leaflets
- (b) University and college prospectuses
- (c) Employment opportunities
- (d) Transport
- (e) Grants
- (f) External helping agencies
- (g) College full-time and part-time course data
- (h) Disability Policy/ Equality and Diversity Policy

### **5. Format**

Learners will be made aware of the:

- (a) Equality and Diversity policy which is available in large print, tape and Community languages (Upon request)
- (b) The use of an Interpretation Service can be arranged on request.

## **6. Advice staff**

Key advice staff are fully competent in their field and recognised that they have the requisite knowledge and experience to effectively provide Information Advice and Guidance in their respective skill areas.

## **7. Level of advice**

Initial advice is available on a drop-in basis at SETA and in some community venues. Guidance interviews are also available by appointment between Monday and Friday. Learners in the community or on employer sites will be able to access information, advice and guidance through their Training Advisor as point of contact.

## **8. Quality marks**

SETA has achieved the ISO 9001:2008 and the Quality Kitemark of Investors in People and the *MATRIX Award for Information, Advice and Guidance (IAG)*.

## **9. Confidentiality**

### **9.1 SETA Based**

Learners may wish to have a confidential advice or guidance interview. Separate accommodation is available to facilitate this.

### **9.2 Employer Based**

Learners on employer sites will be able to access one-to-one interviews with Training Advisors and SETA staff or advice and guidance services at SETA. Induction materials give information on the services available. Individual interviews enable guidance to be tailored to the learner's specific needs and are available throughout training/assessment duration.

### **9.3 Community Based**

Customers in community venues will be able to access confidential interview on community premises or at various school/college campuses. Induction materials give information on the services available and entitlement to advice and guidance.

### **9.4 Web-Based Information**

SETA has a web site with a multitude of various information, advice and guidance to assist and advise learners.

## **10. Special Requirements**

10.1 Every effort will be made to ensure that all learners receive high quality information, advice and guidance irrespective of disability, ethnicity, learning difficulties or gender.

10.2 The Learning Support Manager (HR Manager) may be asked to provide additional support in specific circumstances.

10.3 Where necessary learners will be able to access an interpreter, signer or particular gender advisor.