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By	Senior Team
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VLUK INFORMATION ADVICE & GUIDANCE (IAG) POLICY 2022-2023

1. PURPOSE

1.1 The purpose of the policy is to set out the Information, Advice and Guidance services that Virtual Learning UK commits to provide to potential and current learners, parents of learners under the age of 18, staff and employers.

1.2 The policy is designed to ensure consistent, effective and fair treatment for all and promote impartial information, advice and guidance for individuals receiving the service.

1.3 The policy complies with the Gatsby benchmarks.

1.4 The policy should be read in conjunction with other relevant Virtual Learning UK policies and procedures.

2. GENERAL PRINCIPLES

2.1 IAG is provided on The Brain online learning platform, for VLUK tutors, other staff members and learners and is available to any individual upon request.

2.2 Information, Advice and Guidance is mainly provided by the VLUK tutor and where appropriate the Head of Learner Experience who can be contacted via email on neil.ouldridge@vluk.org. Where VLUK does not have the information being requested, it will seek the information on behalf of the individual or provide the individual with the relevant name and contact details.

2.3 Information, Advice and Guidance provided is impartial and confidential to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development.

3. AIMS AND OBJECTIVES

3.1 Overall Aim

To provide all learners with impartial information, advice and guidance that will enable them to progress and develop their education programme in relation to and into their chosen career.

3.2 Objectives

1. To ensure learners make informed decisions about their chosen programme of study.
2. To provide clear and concise information regarding the learning aims/objectives of the vocational/academic education programme being studied.

3. To support learner progress and completion of qualifications relevant to their intended career path.
4. To provide impartial information, advice and guidance through the 'The Brain' virtual learning platform which supports decision making around career development and higher education.
5. To ensure a timely and robust review process across information, advice and guidance provision, leading to the development and implementation of clear, focused and timely improvement plans.

4. KEY MEASURES OF IAG IMPACT

4.1 Each IAG objective is measurable by data collated/produced through the application of key VLUK policies and procedures. These include:

- Retention rates
- Success rates
- Achievement rates
- Attendance rates
- Progress rates
- Learner survey findings
- Learner voice focus group findings
- Other quality assurance procedures e.g. learning walks / lesson observation findings
- Destination data

4.2 All data is used to inform and review the effectiveness of the VLUK IAG service and its impact on learners.

5. RESPONSIBILITIES OF STAFF

5.1 Staff are responsible for ensuring that any enquiry they receive for IAG is passed to the appropriate member of staff and that the individual requesting information receives a response to their request.

5.2 Tutors & Head of Campuses (HoCs) play a central role in the IAG provided to learners as set out in the [IAG poster](#) which is designed to support the IAG Policy and promote the intended learner journey to all learners engaging with VLUK Education Programmes.

5.3 Tutors & HoCs are responsible for ensuring that all VLUK policies and procedures, such as completion of registers and records of personal tutorials are followed and where appropriate in line with the academic calendar.

5.4 Tutors, HoCs & Head of Learning are responsible for reviewing the Activity progress Reports and as such are expected to act on any findings that will ultimately improve the VLUK IAG service to the advantage of the learners.

6. CONFIDENTIALITY

6.1 All information gathered in the course of discussion with an individual should be regarded as confidential. Any limitations with regard to confidentiality should be made absolutely clear to the client at the earliest possible stage.

6.2 The limitation operating in the education programme is where a learner discloses information that leads staff to believe that the learner or others may be at risk of significant physical, sexual or emotional harm or neglect. In other cases where staff consider it useful to disclose information revealed in confidence by a learner to a third party, staff will gain informed consent from the client to do so.

7. SERVICE STANDARDS

7.1 VLUK is accredited by the matrix standard and is committed to maintaining the service and retaining the standard. As such, VLUK will work to develop the service in line with, but not in isolation, the continuous improvement opportunities and actions as outlined in discussions with the matrix assessor.

7.2 Staff responsible to the service will:

- Respond to all enquiries promptly, if possible within 2 working days. Users contacting neil.ouldridge@vluk.org regarding an IAG service will have their enquiry acknowledged and will be told who their enquiry has been passed to.
- Refer to other learning providers and specialist organisations if we are not able to meet needs in full.
- Maintain its resources, mainly placed on the The Brain Learning Platform.
- Provide programme information and service information – to all key stakeholders in the education programme.
- Offer a range of open events at the programme delivery Campus and at outreach locations, including careers events.
- Seek innovative ways to provide Information Advice and Guidance such as through the use of social networking sites and video clips.
- Maintain an email service to all enquiries.
- Offer a face to face or online booked appointment with a relevant member of staff.

- Accept appropriate referrals from one of our partner organisations.
- Offer tutorial programmes for learners.

8. IMPROVING STANDARDS

8.1 VLUK welcomes feedback on the service provided. Users are invited to provide feedback should they wish via Learner Voices, Learner Surveys or by emailing neil.ouldridge@vluk.org. VLUK will use the information received in learner feedback to improve the services it provides.

8.2 If IAG services do not meet learner expectations, every effort will be made to resolve any concerns informally in the first instance. If the matter cannot be resolved through these channels, either the relevant Head of Campus or Head of Learner Experience should be contacted explaining the difficulty and providing as much detail as possible. A response will be received within 5 working days.

8.3 Full details of our Complaints Procedure are available on request from the Director of Operations.

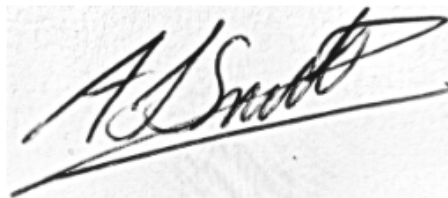
9. OWNERSHIP OF IAG

9.1 The Head of Learner Experience (HoLE) is accountable for IAG. This also includes the review of the IAG policy, along with the evaluation and development of the IAG service.

9.2 All colleagues are invited to input into the IAG service. At the end of each academic year, these colleagues are expected to provide feedback to the HoLE in relation to the IAG service.



CEO



Chair of Governors