



OP27 Information, Advice and Guidance (IAG) Policy



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Lead Director: Managing Director

Section Leads: _____

WMC: Programme Manager

Discovery Quality Manager

General

This Policy should be read in conjunction with other policies and procedures including: Equality and Diversity Policy, Data Protection Policy, Safeguarding Policy, Complaints Policy, Information Governance & Client Confidentiality Policy and the Service Exclusion Policy.

To implement this policy, we will provide a service that conforms to the standards laid down by the National Information, Advice and Guidance Board, and which meets the standards required for Matrix accreditation www.matrixstandard.com.

Information Advice and Guidance (IAG) Mission Statement

To provide up to date and impartial information, advice and guidance to all of our clients to enable them to make informed choices about their health and wellbeing or their learning and employment opportunities.

IAG Aim

WMC and Discovery Learning (WMC & DL) aims to provide impartial and robust information, advice and guidance to all clients, learners and potential learners to enable them to achieve individual goals be these related to their health and social circumstance or to improve their skills, qualifications and employment prospects.

Our Values

This policy supports our organisations' values, in that our staff are passionate about public health, education and learning and helping people to reach their physical and mental potential. Our staff seek especially to develop and improve the self-esteem and self-confidence of our service users.

We share a belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of all. We believe that our staff and service users should work in an environment of friendliness, with a clear sense of purpose to achieve their respective objectives.

We value new ideas and approaches, seeking opportunities to meet the changing needs of our clients, learners and the local communities that we serve. We encourage and celebrate creativity and innovation, learning from all that we do.

Information, Advice and Guidance Policy Objectives

- ✓ To ensure all clients are informed of and understand what to expect from us
- ✓ To provide all clients with an accessible information, advice and guidance service that is impartial, objective and confidential
- ✓ To provide a service that promotes equality and diversity and is free from discrimination
- ✓ To provide information, advice and guidance that is flexible, tailored to our users and offers an effective signposting and referral process
- ✓ To ensure the information, advice and guidance service is evaluated by learners, partners and staff on a regular basis and this feedback leads to continuous improvement in the service
- ✓ To identify and work in partnership with external organisations to inform and enhance our service to clients and students.
- ✓ To ensure a service that is integrated across both Discovery Learning and Weight Management Centre, which learns from and shares best practice across each department

Specifically Weight Management Centre

- ✓ To provide health and wellness advice that is appropriate, relevant and in the context of our clients' lives and circumstances.

Specifically Discovery Learning

- ✓ To support learners to achieve nationally recognised qualifications
- ✓ To maximise achievement rates of all learners by supporting individual needs and objectives
- ✓ To maximise career and learning progression, and supporting learners into employment

Who are WMC & DL Clients that require IAG

- ✓ Current learners, potential learners and previous learners
- ✓ Public Health Clients and weight management participants
- ✓ Commissioning Clients

The Advice, Information and Guidance service will ensure:

That advice provided is accurate, impartial and confidential, to enable students and clients to make informed choices as to the most appropriate route for their personal, health and career development.

Accessible and Visible

IAG services should be recognised and trusted by customers, have convenient entry points from which customers may be signposted or referred to the services they need and be open at times and in places which suit the customers' needs.

Professional and Knowledgeable

IAG frontline staff should be appropriately trained and qualified to provide a high level of service. They should have the skills and knowledge to identify and address quickly and effectively the customer's needs or to refer them to suitable alternative provision. Information provided by the services should be up to date, accurate and clear.

Effective Partnerships

Links between IAG services should be clear from the customer's perspective. Where necessary, customers should be supported in their transition between services.

Furthermore, our IAG service will be:

- ✓ Outstanding and delivered in an excellent environment
- ✓ Aspirational, designed to inspire and motivate
- ✓ Personalised to suit the Student or Public Health client
- ✓ Planned to guide clients on to the right programme or courses
- ✓ Designed and delivered in a way to support and develop self-confidence
- ✓ Involve "coaching" clients to be successful and progress onto their next stage

Our expectations for staff in order to deliver a quality IAG service

We expect all our staff to abide by our core values, expressed by the acronym PRIDE: People, Responsibility, Integrity, Diversity and Excellence. This means in particular that we expect all our staff:

- ✓ To treat others with respect
- ✓ To behave with honesty and integrity
- ✓ To take responsibility for their own actions and for their own personal development
- ✓ To nurture professional relationships and embrace client and colleague diversity
- ✓ To strive for excellence in the work that they do and the service they provide

The following staff are able to give Information & Advice:

- ❖ Weight Management Practitioners
- ❖ Single Point of Access and call centre staff
- ❖ Weight Management Service Managers
- ❖ Discovery Learning Tutors and Student Support Staff
- ❖ Head office staff, sales, administration and careers staff

How we support our staff with Information Advice and Guidance

- ✓ Produce clear and accurate job descriptions for each job role that clearly spells out the expectations of the job.

- ✓ Provide IAG to new colleagues about working procedures such as systems, administration processes, working documents and the colleague induction programme, etc.
- ✓ Provide IAG to new recruits about terms and conditions of employment
- ✓ Provide IAG to line managers about new staff appointments, induction and probationary procedures etc.
- ✓ Provide IAG to all staff about key HR policies and changes to employment law
- ✓ Provide IAG to managers and staff about the performance management process and their respective roles in that process
- ✓ Provide IAG to staff about their own job performance and related issues.
- ✓ Provide IAG about learning and development opportunities both internally and externally and to identify and agree staff development needs
- ✓ Provide information to staff that they need in order to do their jobs, e.g. departmental performance data, information on quality systems and standards, individual, team or company targets
- ✓ Provide information about the company planning process and how staff contribute to it and about consulting and involving staff on operational matters, including participation in standard operating and developmental groups

What this means for our Clients and Students

- ✓ A confidential, impartial and objective information and advice service concerning personal wellbeing, learning opportunities, skills and qualifications and career progression
- ✓ A service provided by professional staff that are trained and qualified in appropriate areas
- ✓ The provision of written information on all programmes, courses and opportunities
- ✓ Competent support, information, advice and guidance during your wellness programme or your studies to assist your learning and personal development
- ✓ A responsive services to enable you to progress effectively if you have a disability or additional requirement
- ✓ A signposting and referral service to other agencies and organisations if we are unable to offer the information or advice that you require

Our commitment to you - our IAG service will be:

- ✓ Welcoming, friendly and respectful and provided by staff who are professional and knowledgeable
- ✓ Accurate, giving up to date information about our programmes and courses
- ✓ Offered through high quality, established teaching and learning methodologies
- ✓ Provided fairly and equitably giving equal treatment to all clients and learners
- ✓ Helpful in advising on changes to your chosen course or programme
- ✓ Informed, providing consistent face to face, written, and online information

Your commitment to us

- ✓ To provide relevant information to help us to respond to your enquiry fully
- ✓ To contact us promptly if you have any questions or concerns about your learning or your programme

- ✓ To attend your appointments and lessons/sessions on time and ready to engage
- ✓ To let us know if you need to cancel or re-schedule an appointment or programme session
- ✓ To be honest and open with us and work towards meeting your agreed aims
- ✓ To respect and acknowledge the needs of other service users and our staff
- ✓ Give us feedback about any aspect of your learning experience or health programme
- ✓ Reflect on your progress and to realistically review your next steps with our staff

In line with the IAG defined above, we will provide assistance relating to:

Discovery Learning

- ✓ the range of support available across Discovery Learning
- ✓ fees and charges and financial assistance associated with a course of study
- ✓ course entry criteria, qualifications, accreditation and modes of study
- ✓ impartial careers advice and guidance
- ✓ personal goals, aspirations and motivation while on course
- ✓ guidance to its current learners to discuss progression

Weight Management Centre

- ✓ The range of health and wellbeing programmes provided by WMC
- ✓ How to access other related services and cross referrals to other practitioners
- ✓ Personal health aspirations and personal health plans (PHPs)
- ✓ Barriers to change how to overcome significant hurdles

When is our IAG service delivered?

- ✓ **Pre-Learning** choosing a programme with Discovery or any other provider, that is most suited to the learners needs particularly in terms of location, content, level, delivery style, costs, qualification, entry requirements, support available, etc.
- ✓ **Pre-programme (Health Services)**
Choosing the right service or course of action that is best matched to the needs of each client, taking into account, personal, social, economic, and practical considerations.
- ✓ **At Induction** key information and advice related to the programme and or the learning contract
- ✓ **In-Learning or in programme** via learner progress reviews, advice on learner support available in person or via the student support portal.
- ✓ **Post-Learning or post programme** via assessment feedback and tutor review, exit interview and learner/user questionnaire.
- ✓ **At any time** referral to other agencies and training providers for advice on careers, work, learning or other support that may be outside the scope of what Discovery Learning and Weight Management Centre is able to provide.

Client Confidentiality

WMC & DL complies with the requirements of the Data Protection Act 1998 and your personal information is kept safe and secure. Discussions during one to one sessions are confidential and you will be offered a private room for your interview if required. Learners from ELCAS and students that attend as part of the Career Transition Partnership (CTP) we are obliged to share details of your attendance on a daily basis.

Safeguarding

WMC & DL is committed to ensuring that all clients and learners who engage with our services are cared for in a safe and secure environment. For more information on safeguarding see (OP01 Safeguarding Policy).

Equal Opportunities

WMC & DL welcomes enquiries from all people regardless of their age, race, colour, gender, sexual orientation, religious or political beliefs, disability, marital status, or background. We are committed to ensuring that everybody is given an equal opportunity to access our IAG services and training resources.

Feedback: Compliments, Comments and Complaints - Have Your Say?

To help us continuously improve our service and address your needs we want to hear from you; if you wish, you may do this anonymously. If you would like to comment on or compliment the service, make a suggestion or make a complaint you can do this in one of our centres, by talking to a member of staff or using our suggestions and complaints procedure. Alternatively, this can be done by e-mailing either service at info@wmc.uk.com or info@discovery.uk.com . All complaints are dealt with in the strictest confidence and you will receive written feedback on your complaint. You may also be invited to discuss your complaint with a manager.

Key Personnel

Managing Director of WMC & DL	Alan Jackson
Personnel / Commercial Manager	Lorraine Jackson
Discovery Learning Quality Manager	Katie Page
WMC Project Manager	Valerie Kuijpers

How to contact us

By Phone 020 8543 1017 (General Enquiries)

0203 145 0188 (Student Support)

By e-mail info@discovery.uk.com info@wmc.uk.com

Web site www.discovery.uk.com www.wmc.uk.com

In person Discovery Learning and Weight Management Centre Ltd, Unit B206 Trident Business Centre, 89 Bickersteth Rd, Tooting, London, SW17 9SH.

Alan Jackson
Managing Director



Signed 7th March 2016

Appendix 1: Definitions

Information: Information is a range of resource material available online that is presented in a way that encourages self-assessment and independent decision-making whilst also delivering factual data.

Information is also provided to students and enquirers by members of staff who contribute to enquirers' and students' understanding and interpretation of the information available and how and where to research information themselves. Members of staff may also need to interpret, clarify or contextualise information and assess when signposting to more specialist support or guidance is needed. Members of staff at all levels engage in information giving as part of the IAG process.

Advice: Advice may be delivered online, for example straightforward advice may be delivered via diagnostic tools and person-mediated advice via email and forums. Advice from a member of staff involves the same support as that listed above under Information; it may also include appropriate questioning to gain an understanding of circumstances that will enable clarification and identification of need. Advice will contribute to decision - making through suggestions on available options, or how to go about a course of action. Advisory work is usually provided on a one-to-one basis by telephone or email, but in certain circumstances can be provided through appropriately mediated information and advice forums

Guidance: Guidance is the process of providing in-depth and personalised advice and support to students and enquirers. It involves a complex interaction between practitioner and student that depends on the skill of the practitioner to elicit, interpret and feedback from both verbal and non-verbal responses and clues. Guidance should be provided by members of staff trained and competent in guidance work.

Guidance involves identifying and clarifying needs and exploring ideas and values in relation to study opportunities, health and career goals. Students and enquirers are encouraged to assess appropriate options and make decisions that are in their best interests, will facilitate learning and progression, and contribute to their development as independent and autonomous learners. In the process, guidance should involve challenging unrealistic expectations and advocacy on behalf of the student as well as referral to more specialist guidance and support.

Elements of guidance may be delivered online by email and through forums; some complex guidance queries may be most effectively addressed via telephone and, exceptionally face-to-face.

Opportunities should be available online for referral to person-mediated guidance within the IAG decision-making framework.