

Creative Process Digital IAG Policy

Information, Advice and Guidance Policy

Introduction

Creative Process Digital is committed to providing excellent information, advice and support to its learners. This policy stems from our mission: -

To be the most employer responsive training provider working in the digital communications space, collecting the most exciting apprenticeship opportunities and attracting and recruiting the most ready candidates to fill them and then delivering training that develops learners to their full potential by only employing assessors, training coach's and tutors who are currently professionally active in the field they assess/tutor in and to continuously develop the staff teams skills and competence as tutor's, coach's, assessors and managers.

The processes of informing, advising and guiding learners are accorded a high priority and are seen as crucial in preparing learners to make decisions regarding the opportunities and challenges of adult and working life. To ensure quality of provision we have decided to scrutinise our processes in the light of the criteria provided by the Matrix Standard and to achieve accreditation for all our information, advice and support services.

Creative Process Digital is committed to developing quality information, advice and guidance provision in agreement with its partners, to ensure that the best range of progression opportunities are available; that we continually improve our delivery; engage employers in high quality on-the-job training for young people and to ensure all learners receive impartial high quality information, advice and guidance.

Delivery of the Service

In designing our support, we are guided by the organisation's mission aims, professional standards for the effective delivery of the programmes, Awarding Organisation, National Occupational requirements and the Matrix Standard.

Pre-entry

We provide information, advice and guidance to potential learners about job roles, applications and interviews. In doing this, we work with key referral agencies such as Jobcentre Plus, local Government, Education Skills Funding Agency, Industry partners, National Careers Service and youth organisations to ensure we reach young people in the right way.

Enrolment

We provide information, advice and guidance to potential learners about the full range of our learning programme, eligibility criteria for each programme, the qualifications available, the delivery model for our qualifications, the requirements of the Apprenticeship Frameworks/Standards and the support provided to learners during their time with us.

Induction

We provide information, advice and guidance to our learners about the requirements of the programme, ground rules, policies and procedures, their individual learning plan, support arrangements, employment rights and responsibilities and health, safety & welfare

On programme

We provide support for learning as well as pastoral support. We provide additional support for those learners who need it via our Director and the delivery team. We help learners overcome barriers to achievement by helping them access external support agencies when necessary.

On exit

We provide support to learners to complete their programme objectives and to progress to employment or further education or training through information, advice and guidance on progression routes and 1-2-1 reviews using SMART targets.

The purpose of the support

The aims and objectives of our information, advice and support to learners are:

- To provide impartial, high quality information and advice to learners and potential learners to support effective decisions about the choice of learning programme, achievement of their learning objectives or to signpost them to alternative options elsewhere as appropriate
- To ensure that potential learners are given the information and advice which enables them to decide correctly whether our courses are appropriate for their circumstances
- To ensure that the people who enrol on a course, choose the right course, leading to a qualification which is right for their potential and career aspirations
- To ensure that our learners receive sufficient and appropriate information and advice during induction to prepare a learning plan which will lead to successful achievement of their course objectives
- Ensure that all our learners are provided with information and advice to identify appropriate Units relevant to their job role and setting to enable them to achieve their qualifications
- To ensure that our learners are supported during their course in a way which enables them to complete the course and achieve their qualifications or to access appropriate support from outside Agencies, where appropriate
- To ensure that at the end of their programme learners are supported to find employment, remain in employment, obtain promotion or enroll on a course of further education or training

To achieve our aims, we will:

- Ensure that policies and practices are implemented which promote equality and diversity, impartiality, confidentiality and professional integrity in all aspects of the services
- Promote the help and support available to all our users
- Ensure our staff have the skills, knowledge, competence and support to provide the services to users
- Make sufficient resources available to ensure all potential and actual learners have the information and advice they need
- Establish, maintain and develop effective networks and partnerships to support this function including signposting and referral, as necessary
- Operate within the Matrix Standard framework

Implementation

Functional Responsibility to Lead and Direct the Services

The overall responsibility for the planning, promotion and implementation of the information, advice and support services lies within the remit of the Director of Operations.

Promotion

The Managing Director is responsible for ensuring that our marketing literature and its website contain up-to-date, accurate and easy-to-follow information about the support we offer to users.

Management

The Director of Operations is responsible for:

The Employer Handbook which must clearly explain the information, advice and support arrangements available for employers and learners during their programme and that the information is always up to date.

The Learner Handbook which must clearly explain the information, advice and support arrangements for learners at induction, during the course and on exit and that the information is always up to date.

Ensuring that clear information on accessing IAG and support is passed on to the learners, staff and associates and that sufficient resources are available to learners and potential learners to support their decisions about further training and/or employment.

Ensuring information on current provision is available and accessible to all learners, staff and associates.

Staff and associates ensuring they always have access to current information about course descriptions, target audience, vacancies, entry requirements, application process, progression routes and accreditation information as appropriate to their roles. Staff engaged in providing information and advice to young people and employers are suitably qualified and maintain their competence via CPD.

Ensuring that learners and employers always have access to current information about course descriptions, entry requirements, application process, progression routes and accreditation information.

Delivery

The director of operations is responsible for ensuring that the introductory presentations to potential learners, local youth services, other referral agencies and prospective employers clearly state the scope of the services available to young people during recruitment and placement and that it is regularly updated.

Members of staff who carry out induction to programmes are responsible for making sure that the young people understand the details and requirements of their learning programme, the location and access to the library of resources and the arrangements for support, information and advice, to include relevant staff, limitations of service and confidentiality.

The director of operations, tutors and assessors are responsible for providing learners with information, advice and support to successfully complete the qualifications within their programme and to progress to employment or further education and training where appropriate. The support may include referral to external agencies for specialist help.

Limitations

We are specialists in our own provision and in-house support. Whenever it is appropriate, we will refer learners and potential learners to relevant services and options externally and make clear the benefits of using these services.

Monitoring and evaluation

The key measures of the effectiveness of the services in achieving the stated aims and objectives are the rates of retention, achievement, progression, client feedback and the service impact monitored through the defined softer client outcomes.

Review and evaluation follows the annual quality cycle and includes:

- Monthly collection client, staff and associate feedback
- Monthly capture and analysis of performance and client outcomes
- Monthly internal documentation audit
- Quarterly analysis of data for retention, timely achievement and progression
- 6 monthly learner self assessment of distance travelled
- Analysis of learner feedback and tracking distance travelled data for the cohort

against individual plans

- 6 monthly observations of staff carrying out initial interviews with potential learners
- 6 monthly observations of staff preparing individual learning plans with new learners
- 6 monthly observations of staff carrying out progress reviews with learners
- The annual pattern of staff performance reviews
- Analysis of employer feedback
- Standardisation meetings to maintain skills and ensure currency of knowledge across Qualifications, Health and Safety, Safeguarding and Equality, Diversity and Inclusion.

Methods of evaluation and continuous improvement include:-

- Quarterly Team meetings, Standardisation meetings and individual monthly performance meetings
- Weekly Learner progress reviews by SMT Team
- 6 monthly stakeholder meetings with SMT
- Quarterly evaluation of the effectiveness of the learner support by SMT, based on the examination of the evidence from statistics, staff observations and stakeholder feedback. Each evaluation results in an action plan which feeds into the annual Self Assessment Report (SAR) and resulting Quality Improvement Plan (QIP). The QIP is updated quarterly by programme teams.