

Norfolk County Council

Adult Learning

Information, Advice and Guidance (IAG)

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If you require this information in large print, audio, Braille, alternative format or in a different language, please contact us and we will do our best to help.

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Adult Learning aims to provide high quality, impartial information, advice, and guidance, which will enable learners, employers, and enquirers to make informed choices about ways in which they can meet their individual learning, training, and development needs.

We aim high and inspire our learners to progress and achieve to the highest possible level, including beyond that required by their programme of learning.

Information Advice and Guidance (IAG)

Within Adult Learning we know how important it is for learners to get the right information at the right time to make informed decisions about their learning, ways of accessing that learning and whether it is the right choice for them.

Learners may need to overcome barriers to learning and need to feel supported in making realistic and well-informed choices. Our team can ensure learners receive a learner-centred confidential impartial and accessible service, delivered by professional and experienced staff.

Information, Advice and Guidance can support with:

- a) Understanding which of a person's skills could be applied to a wide range of jobs
- b) Further learning and training
- c) Apprenticeships
- d) Employment workshops and courses
- e) Starting their own business
- f) Volunteering
- g) Full and part-time employment

The intent of our Information, Advice and Guidance provision

Adult Learning Vision

Changing lives through inspirational learning with exceptional support.

Adult Learning Objectives:

We will:

- Enable a vibrant and sustainable economy
- Support better opportunities for children and young people
- Empower individuals to live healthy, fulfilling, and independent lives
- Strengthen communities
- Enable the development of a greener, more resilient future

Adult Learning Deliverables:

- The achievement of the service's planned contributions to Council priorities

(2023-24 Annual Plan, Appendix E)

- The achievement of the service's funding and income targets, evidencing effective recruitment and delivery to learners and apprentices
- The delivery of strong outcomes for learners and apprentices, that are at or above national rates
- The successful progression of learners and apprentices into further learning, into sustainable employment or within employment

To support Adult Learnings Vision, objectives, and deliverables our IAG aims are:

- a) To offer all learners and potential learners' impartial information, advice and guidance that empowers them to make self-determined choices about learning and progression.
 - a. Learners on short courses receive a course survey offering IAG and progression support
 - b. Learners on longer courses are played a video presentation offering IAG and receive a course survey offering IAG and progression support
 - c. Academic teams provide information and advice at information sessions
 - d. Tutors provide specific information and advice towards the end of the course within that their area of expertise and can refer learners to Learner Services for a guidance conversation
- b) To ensure equality of opportunity for all persons seeking to study within Adult Learning and to welcome applications and enrolments from all individuals
- c) To actively support and promote equality and diversity in all matters relating to education and employment
- d) To motivate, inspire and build confidence in our learners
- e) To ensure inclusivity of service for all learners by removing barriers for learners with additional support needs
- f) To improve **social mobility** by raising **aspirations** through the delivery of a comprehensive IAG service
- h) To provide a fully embedded programme of careers education and guidance across our whole curriculum
- i) To provide a range of tailored resources to support our learners
- j) To promote NCC (Norfolk County Council) and its values

IAG Objectives

Our objectives are to ensure that:

- a) Quality impartial information, advice and guidance will be readily available to our learners in a range of formats at various stages of the learner journey
- b) Staff who deliver are appropriately supported, and their training updated to deliver effective IAG, meeting the required standards
- c) All learners are offered and or provided with IAG on what provision is available at

Adult Learning, choosing the right course, fees, financial support, learning support and progression opportunities

- d) Learners are signposted or referred within or beyond Adult Learning when appropriate
- e) Learners and staff are provided with a range of opportunities to feedback on the IAG service

These objectives will be evaluated through self-assessment and review including impact of the IAG and learner feedback.

We provide information

Information without any further discussion about the relative merits of each of the options can be provided through printed materials (such as leaflets), audio-visual materials, computer software and/or verbal information on a face-to-face basis or by another channel such as through digital means.

How Adult Learning provides information:

- a) Printed materials such as leaflets, course information, learner handbook
- b) Website www.norfolk.gov.uk/adultlearning
- c) Through our contact centre staff 0344 800 8020, option 5
- d) Through our Admissions and Learner Services teams
- e) Through our academic teams

We provide advice

We define 'advice' as assistance and explanation beyond that of the provision of information. It may require an explanation of some of the information and identify the need for, and location of, follow-on services, including in-depth services such as guidance. Advice can be provided on progression and pathways into further education, progression, and pathways into employment.

How Adult Learning provides advice:

- a) Through our Admissions and Learner Services teams
- b) Through our Business Development and Learner Recruitment Team
- c) Through our academic teams during the course
- d) Through our academic teams at information sessions

We provide guidance

This is an in-depth interview or other activity conducted by a suitably trained adviser, which helps explore a range of options, to relate information to individual needs and circumstances and to support the individual to make informed decisions.

A guidance interview will give a person the chance to reflect and to explore options, look at themselves objectively and think about the implications of any decisions they are contemplating. It is private, confidential, impartial, and free of charge.

Guidance provision is delivered by one of our Learner Services team trained to provide IAG. They provide guidance and recommendations that will appropriately

direct learners in pursuance of their goals and aspirations.

Connecting learners to other services

Futures for You

Adult Learning work with Futures for You an Ofsted-rated 'Outstanding' social enterprise at the forefront of providing jobs and skills, advice, training, and apprenticeships to support learners into work or training.

Learner Services can make appointments for learners needing further career guidance.

National Careers Service

Learner Services can refer learners to the National Careers Service who offer free and impartial IAG to help learners with decisions about careers, courses, and work. Qualified careers advisers support the service.

The National Careers Service website helps learners explore careers with over eight hundred job descriptions that inform:

- a) The average pay for each role
- b) The type of course people can do to get into a job
- c) The skills they will need
- d) What they will do each day
- e) Where the job can lead

In addition, there are online Skills Assessments.

Learner Services can support learners with the online tools and make appointments for learners wishing to use the National Careers Service

Measuring IAG

IAG is measured by the following data:

- a) All information sessions hold data around the advice given to learner (by academic teams)
- b) All guidance appointments are documented and followed up at 1 month, 3 month, 6 month and 12 months
- c) Destinations and outcomes of guidance appointments are monitored for a rolling 12 month period and for the current academic year
- d) At the end of the academic year, all records will be analysed to see the measurable impact the guidance appointments have had on the learner

Feedback

- a) Learner comments

- b) Website feedback
- c) Analysis of complaints

Training and Support

- a) Staff training records and feedback
- b) Staff self-evaluation of their own skills

Quality monitoring

- a) Observation of IAG conversations (monthly)
- b) Compliance monitoring of written records

Responsibility

Adult Learning's Learner Services Manager will be responsible for ensuring the implementation of the IAG processes detailed in this document.