

North Tyneside Council
Employment and Skills Service

**INFORMATION, ADVICE
AND GUIDANCE (IAG) POLICY**

Our Values:

The Employment and Skills Service is proud to serve the people of North Tyneside providing a personalised service to the most vulnerable residents in the Borough.

Our values include:

- Raising aspirations for all
- Enabling people to fulfil their potential
- Doing the right thing with honesty and integrity
- Being passionate, creative, collaborative, innovative and flexible
- Never giving up on people whatever the challenges they face
- Making a difference
- Supporting residents and our staff to improve their health and wellbeing
- Reducing our carbon footprint to help address climate change
- Providing value for money.

Our vision and values are supported by our aim of providing high quality, impartial, information, advice and guidance services which promote the value of learning to residents of the borough.

Our IAG Policy contributes to our targets:-

- Connexions has a target to reduce NEET levels of 16-18 year olds to below 2% and to minimise the number of young people whose destinations are unknown
- Our Adult Learning and Employability Services have targets to increase the numbers of young people and adults who move into employment as a result of accessing our services.

The Service is delivered through:-

The Adult Learning Service

The Adult Learning Service holds contracts with the Education and Skills Funding Agency to deliver study programmes, traineeships, apprenticeships and accredited and non-accredited adult learning courses for residents.

Connexions

Connexions provide information, advice, guidance and support for 13–19-year-olds (up to 25 for those with Special Educational Needs) to help them make choices for careers and learning.

Connexions Advisers (qualified careers advisers) work closely with North Tyneside schools to ensure young people have access to impartial information, advice and guidance as outlined in statutory guidance.

Advisers have extensive knowledge of the opportunities available and are fully trained in guidance skills to help young people make informed decisions.

Employment Support

The Employment Support team offer Employability Projects to support residents with multiple barriers to employment. The projects are designed to help those residents furthest from the labour market and those with physical and mental health barriers to employment

Employability Courses including preparation for work, Sector Based Work Academies (SBWA), digital skills and a wide range of adult learning courses aimed at engaging residents in learning to move them towards sustainable employment.

‘Get Into’ courses provide vocational tasters to residents to understand work in particular sectors and industries.

A team of Employment Advisers and Tutors provide a IAG services to address resident’s barriers to employment.

The team works in the community and across a range of venues to deliver support.

The team work closely with Jobcentre Plus, including co-location in Jobcentres, and with a wide range of partners.

What is IAG?

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes.

The following definitions have been used:

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.

Advice – this involves:

- helping Service users understand and interpret information
- providing information and answers to questions and clarifying misunderstandings
- understanding their circumstances, abilities and targets
- advising on options or how to follow a given course of action
- identifying needs – signposting and referring Service users who may need more in- depth support and guidance.

Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance – aims to support Service users to:

- better understand themselves and their needs
 - confront barriers to understanding, learning and progression
 - resolve issues and conflicts
 - develop new perspectives and solutions to problems
 - be able to better manage their lives and achieve their potential.
- Guidance may also involve advocacy on behalf of some Service users and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

How we deliver IAG

Adult Learning Service Learners

1. Before they start

- All learners will get course information before they start a course
- Advice is available to learners to help them understand and interpret this information. This might be face to face or on the telephone with staff from the Business Support Team (BST).
- Where more in depth advice or guidance is needed, learners will be referred, or sign posted.

2. When they start

- All learners will meet their tutor for an initial assessment. This allows information and advice to be given on their learning targets and confirm the course is right for them.
- Any special needs or requirements will be discussed to understand the circumstances of the learner.
- All learners will be made aware of the IAG support available during their course and how it can be accessed.

3. During the course

- All learners will have regular reviews with their tutor to check their progress and address any issues.
- Tutors will support learners with information and advice.
- Where more in depth advice or guidance is needed, learners will be referred, or sign posted.

4. As the course ends

- Tutors will give advice on the options open to learners including further learning, employment, and volunteering opportunities.
- Where more in depth advice or guidance is needed, learners will be referred, or sign posted.

*Learners on 16-18 programmes and those aged up to 25 on SEND programmes will have support from a named Connexions Adviser.

Connexions

1. Young people in school

- As part of their statutory duties, schools must provide impartial careers guidance for their students from year 8-13. In North Tyneside schools use the Connexions Service to provide one to one impartial careers guidance.
- All schools offer guidance meetings for year 11 students. Other students are offered meetings based on need, and at transition points. Students can self-refer or drop in to see a Connexions Adviser.
- Young people with Special Educational Needs and Disabilities (SEND), or are a Looked After Child (LAC), or are a Young Carer, will be offered appointments each year from year 9.
- Young people and their parents/carers can meet advisers in schools or at other locations around the borough.

2. Young people at College/Training Providers

- FE Colleges and training providers are responsible for providing IAG for their students.
- Connexions will provide guidance to those young people who have SEND, are LAC, or are at risk of becoming NEET.

3. NEET – young people 16-19 (up to 25 for those with SEND)

- Young people who are NEET will be offered support from Connexions.
- Support includes the opportunity to meet face to face; investigating opportunities; overcoming barriers; liaising with other agencies; supporting applications; and advocating on behalf of the young person.
- Where appropriate the Connexions Adviser may refer the young person to an Adviser from Employment Support.

4. Looked after Children and Care leavers

- As well as the support outlined above, Connexions has an adviser linked to the LAC and Leaving Care teams to work with young people who need more intensive support
- The Connexions Adviser works alongside an adviser from Employment Support to provide appropriate support and breadth of opportunities.

5. Adults

- Connexions Advisers will respond to enquiries from North Tyneside residents and give information and advice over the phone or by email. In some cases a face to face appointment may be appropriate, although those needing more intensive support or in depth guidance should be referred to Employment Support Projects or the National Careers Service as appropriate.
- Those who may benefit from Employment Support or Adult learning opportunities should be referred as appropriate.

Employment Support

Employment Support Advisers offer IAG to North Tyneside residents and help them move closer to the labour market.

1. At the start

- Employment Advisers will describe the support available from the programme.
- Employment Advisers will identify any barriers to progression with the client and agree an action plan.
- Where specialist advice or guidance is needed, learners will be referred or sign posted.

2. Whilst on programme

- Employment advisers will stay in regular contact with their client
- Progress will be checked, and any barriers and new circumstances discussed.
- Employment Advisers will work with their client to identify any learning opportunities that will support them with employability.

3. As the programme ends

- Employment Advisers will outline progression opportunities including learning and employment opportunities.
- Advisers will support the client with applications to employment and ensure their CV is up to date.

4. Post programme

- Employment Advisers will keep check on progress including any in work support that is appropriate.

Quality

- The Employment and Skills Service is accredited to the Matrix Standard, a national award that recognises our high quality of information, advice and guidance provision.
- The Adult Learning Service's Ofsted Report (Rated 'Good' -May 2018) stated, 'Learners receive good-quality, impartial careers advice and guidance. Learners on the study programme benefit from individual advice from an independent careers adviser who supports them to find courses or employment opportunities that meet their needs.'

J Gibson
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