



The Source Academy

Information, Advice and Guidance Policy

It is the policy of Meadowhall Training Ltd, trading as the Source Skills Academy, to ensure our learners and prospective learners and other customers have access to high quality information, advice and guidance that is impartial and allows individuals to make informed decisions and which enables them to realise their full potential.

Policy Objectives

The aims of this policy are to

- Increase the numbers of queries and applications from learners which lead to programme starts
- Increase the numbers of queries and applications from employers which lead to programme starts
- Reduce the volume of learners that leave the programme early or leave without achieving
- Increase the volume of employers that repeat engagement with us
- Improve the percentage of learners that positively progress
- Support improvement to Retention and Success rates
- Ensure equality of access to impartial IAG for the all groups of learners and customers
- Increase learner and customer satisfaction with the IAG received
- Update and improve the staff training and resources to provide up-to-date, impartial and effective IAG for learners
- Develop the Source business model to offer impartial IAG services to employers

Through this policy the Source Academy aims to

- Provide individuals with clear, friendly and patient, impartial advice, information and guidance about all learning and employment options available and what they involve
- Provide individuals with support and guidance to help them make choices and where appropriate complete an Individual Learning plan for the future
- Provide individuals with regular personal support and information on how well they are doing
- Help individuals to decide what to do next, including further learning and employment
- Help individuals develop skills and knowledge to make choices in the transition to work and continued learning
- Provide the opportunity for individuals to be involved in making decisions about things that effect their learning
- Collect and respond to data and feedback to inform service improvements



We will ensure

- Individuals are treated with courtesy and fairness
- We will respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion or belief, sexual orientation or any other protected characteristic as defined in the Equality act 2010
- Our IAG service will be free from any form of discrimination, direct or indirect, by perception or association
- Our learners deserve the right to confidentiality to protect their interests
- Any learner or potential learner with an identified disability will be provided with appropriate support to enable access to IAG services

Equality Impact Assessment

The implementation of this policy is not deemed to cause any negative impact on learners from different backgrounds or with protected characteristics; however the Source Academy may need to review its resources to support learners with differing needs.

Adult Learning Loans

The Source Academy has opted to not operate an Adult Loan facility but has produced a information pack for any prospective applicants which will also signpost the client to the National Careers Service, the Money Advice Service and the Student Loans Company.

Access

- IAG is provided on the Source website, the e-portfolio, in marketing and publicity material and is available free of charge to any individual
- Any prospective learner applying for a training course or apprenticeship vacancy will receive information, advice and guidance on training and employment options
- All current learners will receive an initial assessment, induction to their programme and periodic progress reviews to include information, advice and guidance on progression opportunities
- All employers considering apprenticeships of government funded programmes will receive information and guidance on their responsibilities under the appropriate funding rules

Staff

- Staff involved in front line IAG services will be suitably qualified and have the skills and knowledge to identify the individual's needs quickly and effectively.
- They should have the skills and knowledge either to address the individual's needs or to signpost or to refer them to suitable alternative provision

Standards

The Source Academy is Matrix accredited and will ensure the information, advice and guidance services are delivered in accordance with the principles as contained within the Matrix Quality Standard. Impact data for IAG is collected by SFA survey for year on year comparison and learner satisfaction is collected on progress reviews and exit interview records. This information feeds into the Source self-assessment and quality improvement planning process at the end of the academic year. The



Source Academy is Investors in People Gold accredited and will aim to retain its Gold accreditation by continually developing its staff and the IAG service will be an integral part of this.

Strands of the IAG service

The Source Academy provides a holistic approach to providing IAG services, it doesn't have a distinct Student Services or Advice and Guidance Department servicing the whole of the organisation, rather each department provides information, advice and guidance to its respective client or customer group.

However, departments do not operate in isolation but are critically linked to provide a range of options and progression pathways for its customers, for example the Recruitment Department will signpost unsuccessful apprenticeship applicants to Traineeship opportunities within Schools Department who will then route the individual through the Work Based Learning Department for progression to a full Apprenticeship and at the same time linking the employer to opportunities to embed the Training Departments health and safety, first aid or customer service training within the apprenticeship programme.

The Autism Centre for Supported Employment

The Autism Centre for Supported Employment is based at the Source Academy and provides extant support, guidance and resources for the Source Academy staff to support or refer learners with autistic spectrum disorders or similar learning difficulties.

Skills Made Easy

The Source Academy is a lead provider for the Sheffield City Region 'Skills Made Easy' brokerage contract, providing expert information, advice and guidance to prospective employers wishing to recruit apprentices, access funding or develop existing staff. Account Managers, trained to ILM level 5, support businesses in organisational and training needs analysis recruitment and funding opportunities.

IAG is provided at the following specific locations, The Source Academy, 300 Meadowhall Way, Sheffield, and The Source Academy, 1 Surrey Place, Sheffield. However the service particularly in respect of our apprentices and work based learning customers is predominantly delivered in the workplace during induction, initial diagnostic assessment, tutorials, assessments and progress reviews.

Service users

The Source Academy IAG service is primarily for young people, and adults who are seeking career opportunities, qualifications and employment or employment with training and employers looking to recruit apprentices, implement staff development plans and access funding opportunities.

The IAG service broadly falls into the following categories for learners

- Recruitment – pre employment support
- Initial assessment and alignment to learning aims - on start of programme
- Progress review – during programme
- Progression – end of programme



For employers

- Recruitment
- ONA and TNA
- Funding and business development opportunities

Boundaries

Staff are aware of the limitations of the advice and guidance they can provide by being aware of key legislation such as the Apprenticeship, Skills, Children and Learning act when meeting employers. Staff are trained in respect of the Safeguarding Vulnerable Groups act and are aware of the process of referring any concerns to our Designated Safeguarding Officers.

Definitions

Information

- Learning and employment opportunities and information conveyed through different media sources including face-to-face contact, written/printed material, telephone contact and website

Advice

- Helping individuals to understand and interpret information
- Providing information and answers to questions and clarifying misunderstandings
- Understanding the individuals circumstances, abilities and targets
- advising on options or how to follow an agreed course of action
- identifying needs including signposting and referring individuals who may need more in-depth guidance and support

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

Guidance

- Support individuals to better understand themselves and their needs
- Support individuals to confront barriers to understanding, learning and progression
- Help resolve issues and conflicts
- Help develop new perspectives and solutions to problems
- Support individuals to be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some individuals and referral for specialist guidance and support

Specialist Resource

The Source has established relationships with a wide range of referral organisations, specialist support organisations, and local community groups. Interagency network groups are well established operating at a local, regional and national level.

Safeguarding – The Source Designated Safeguarding Officers are

Staff	Department
Andrew Womble	Quality
Helen Lee	Schools and Communities