



INFORMATION, ADVICE AND GUIDANCE

POLICY 2024-2025

SECTION 1: CONTEXT

The purpose of this Policy is to:

- Uphold Green Labyrinth's mission statement "Empowering Learning, Transforming Lives" for learner IAG
- Provide clear guidelines to staff, learners, parents, carers and employers on Green Labyrinth's IAG intent, implementation and impact

SECTION 2: STATUS

2.1 This policy was approved by the Senior Leadership Team on 30th October 2024.

2.2 The Information, Advice and Guidance Policy links to the following:

- Learner Agreement
- Our Charter

SECTION 3: DEFINITIONS

3.1 Information is facts or knowledge. It can be imparted by inexperienced people or can be found by individual undertaking independent research. Information is not opinion and can normally be relied on to be true. Information enquiries/meetings will usually be a one off and are likely not to be reviewed.

3.2 Advice is a recommendation based on the information received from a client. People who give advice are likely to have more experience and can give a recommendation based on their experience and knowledge. Advice contains more judgement in comparison to information as it is dependent on the giver's opinion. It is imperative to listen to a client's needs to match the advice accordingly. Advice enquiries/meetings will usually be a one off and are likely not to be reviewed.

3.3 Guidance is defined as giving direction and supporting a client to a desired end goal. In contrast to Information and Advice, Guidance is more long-term and generally takes place over multiple meetings. Meeting actions & outcomes will be reviewed to ensure the client's needs have been met. Green Labyrinth have an independent Level 6 Careers Advisor for 1:1s with learners who will track learners' career aspirations, interests and engagement in Careers sessions.



3.4 There is no universally agreed international definition of the youth age group. For statistical purposes, however, the United Nations – without prejudice to any other definitions made by Member States – defines ‘youth’ as those persons between the ages of 15 and 24 years.

SECTION 4: INTENT

4.1 Green Labyrinth promotes the value of learning and will provide current learners with Information, Advice and Guidance in order to support them in their choice for future employment, study and/or training. Information, Advice and Guidance will be available throughout a learner’s time on roll with Green Labyrinth.

4.2 We endeavour to apply the following principles to our IAG offer to Green Labyrinth learners:

> **Accessibility and Visibility** - we aim to provide recognised and trusted IAG services which are publicised, signposted and made available to all learners at times and venues which suit their needs.

> **Professional and Knowledgeable** - our staff aim to have the ability to quickly and effectively identify learners’ needs and signpost or refer them to suitable alternative services. Staff directly involved with IAG will stay informed on IAG policy and guidance and disseminate opportunities for relevant CPD available to the team

> **Effective connections** – where learners are signposted to suitable alternative services, we aim to support them in that transition.

> **Availability, Quality and Delivery** – our IAG services are targeted to the needs of our learners. IAG interventions are recorded and audited to ensure quality. As a team, we intend to provide appropriate Information, Advice and Guidance to all learners within a reasonable timeframe.

> **Diversity** – we recognise the individuality of our learners and provide a range of services to reflect this.

> **Impartial** – our IAG services aim to support learners to make informed choices, on study programmes and progression routes, based on their needs, interests and circumstances.

> **Responsive** – our IAG services aim to reflect the present and future needs of our learners and the Local Labour Market demands.

> **Friendly and welcoming** – we aim to provide services which encourage the learner to successfully engage with us.

> **Enabling** – our IAG services aim to engage and support learners in becoming lifelong learners, allowing them to explore and plan their careers through access to and use of information.



SECTION 5: IMPLEMENTATION

We aim to provide a range of IAG including:

5.1: General IAG

- informal, relevant and appropriate conversations linked to learner interests and an employability-based curriculum
- using opportunities in the classroom for IAG including; job quizzes, job research, and exploring local job opportunities
- signposting and promoting local open evenings and recruitment fairs in the learner break areas
- sharing information and events internally between different projects. Reliable and robust sources will always be used at Green Labyrinth

5.2: Specific/Targeted IAG

- all learners will have access to a 1:1 with an independent qualified Level 6 Careers Advisor
- learners will be encouraged to apply their Employability portfolios to a career which interests them so they can use relevant classwork in their job applications
- each learner is assigned a mentor on sign-up and mentor meetings will cover their wellbeing, progress and IAG plans for the short and long-term
- learners will be put forward for a work placement in an industry of their choice, if deemed appropriate, as part of their portfolio work and wider exposure to the workplace
- for eligible learners, Green Labyrinth will apply for vocational funding to support learners in accessing the equipment, skills and experience they need to progress, for example a laptop, or additional vocational course
- learners have timetabled Careers tutorials every week led by an independent qualified Level 6 Careers Advisor. These cover employability skills, CV writing, job application and interview skills as well as building awareness and development of the [Skills Builder Framework](#) below:



5.3 Green Labyrinth's Offer to Prospective Learners

Green Labyrinth will:

- ensure that staff are kept informed and trained on the curriculum offer and any associated products



- ensure that marketing and publicity materials are representative, accurate and updated as necessary during the year
- attend Open Evenings and other events in order to offer guidance services to potential learners and their parents / guardians
- ensure sufficient and appropriate representation in local schools to offer pre-entry Information and advice

SECTION 6: IMPACT

To measure and improve the quality and impact of Information, Advice and Guidance, Green Labyrinth will use various sources such as:

- Event feedback
- IAG observations
- Staff Feedback
- Learner feedback
- Self-Assessment (linked to Matrix)
- Feedback from partners and other organisations
- Include IAG as an agenda in departmental meetings

SECTION 7: MONITORING

7.1 This policy will be monitored by the Senior Leadership Team.

SECTION 8: REVIEW

8.1 The policy will be reviewed annually.

8.2 The next date of review will be August 2025.

8.3 Subsequent Reviews:

Reviewer	Review Dates	Amendments Yes/No	Amendments Approved & Date