

# Chameleon Vocational Training

## Information Advice & Guidance (IAG) Policy

---

### **Information Advice & Guidance (IAG) and Career, Education, Information, Advice and Guidance (CEIAG) Policy**

#### **1. Scope and Purpose**

1.1 The purpose of the policy is to set out the Information, Advice and Guidance (and Career, Education, Information, Advice and Guidance - CEIAG) services that Chameleon Vocational Training (CVT) commits to provide to potential and current students, parents of students under the age of 18, staff and employers.

1.2 The policy is designed to ensure consistent, effective and fair treatment for all. This policy has been impact assessed to ensure that it does not adversely affect staff on the grounds of sex, transgender, marital or civil partnership status, racial group, nationality, sexual orientation, religion or belief disability or age.

1.3 The policy should be read in conjunction with other CVT policies and procedures including the teaching, learning & assessment policy, equality & diversity policy, freedom of information publication, scheme and data protection policy.

#### **2. General Principles**

2.1 IAG/CEIAG is provided on the CVT website and is available free of charge to any individual on request.

2.2 Learning and training information is provided by the Head of Teaching and Learning. Where CVT does not have the information being requested, it will seek the information on behalf of the individual or provide the individual with the name and contact details of the organisation who should have the information being requested.

2.3 Advice provided is impartial and confidential to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development. Advice and guidance is provided by the student services and teaching staff.

#### **3. Responsibilities of Staff**

3.1 Staff are responsible for ensuring that any enquiry they receive for IAG/CEIAG is passed to the appropriate member of staff and that the individual requesting information receives a response within three days of their request.

3.2 Curriculum managers play a central role in the IAG/CEIAG provided to students as set out at Annex A.

# Chameleon Vocational Training

## Information Advice & Guidance (IAG) Policy

---

### **4. Statement of Service**

#### 4.1 CVT provides:

- Initial information, advice and guidance on learning options, qualification pathways, and support with learning, funding, childcare and travel.
- On-going information, advice, guidance and support on learning and work issues through personal tutoring, assessment, counselling and support services, careers events and resources and through access to specialist organisations such as Connexions.
- Information, advice and guidance on progression routes including Further/ Higher Education, careers and work-based learning.

4.2 The IAG/CEIAG services that CVT provides are free and can be provided through face to face, telephone or written format. CVT promotes and supports equality of opportunity and wherever possible CVT will seek to provide information in a format which suits the needs of the individual.

### **5. Learning and Training IAG/CEIAG**

#### 5.1 CVT:

- Offers Information and Advice on choosing the most appropriate learning programmes to suit the needs of individual students.
- Provides Information and Advice on local and national learning and training opportunities.
- Aims to meet the needs of employers by providing information and advice related to business training needs.
- Supports students during their learning and training with specialist advice in all aspects of learning.
- Maintains and publicises up to date information on all its course programmes and support services.
- Will provide a referral, where relevant, to other appropriate agencies and providers.
- Will provide advice on learning routes available to any student that withdraws from a course (including any student expelled under the student disciplinary policy).

### **6. Careers and Employment IAG**

#### 6.1 CVT:

- Supports students during their learning and training with careers advice and guidance.
- Helps students to progress in learning and at work by developing their ability to learn, develop transferable skills and gain new qualifications.
- Encourages its staff to provide learning opportunities in a real or simulated working environment.
- Helps students to develop lifelong career management skills to assist students in making choices now and in the future.

# Chameleon Vocational Training

## Information Advice & Guidance (IAG) Policy

---

- Maintains up to date, relevant careers resources on the range of options available, including access to IT based careers packages
- Can arrange on-site Careers Service (for 14-19-year olds).

6.2 In addition to seeking advice from CVT, parents of student may wish to contact Connexions direct: <http://www.connexions-tw.co.uk/washington-connexions-centre>

The Galleries

District 1

Washington

NE38 7SZ

Direct Line **0191 561 2986**

### 7. Health and Finance IAG

7.1 In addition to the learning and training and careers, education IAG listed above, the CVT will make available information relating to:

- Fees and other financial charges associated with a course of study or training
- Financial assistance available to support those in education and training
- Course entry criteria, qualifications, accreditation, workloads and modes of study.
- Equipment, clothing and materials which the student must provide.

7.2 Learners will also have access to information and advice on personal wellbeing (including being healthy and staying safe, PREVENT and Radicalisation), enjoying and achieving (by setting priorities for learning and work and developing a work life balance) and making a positive contribution (by actively encouraging students to become involved with CVT/East Durham College and local community events). Mental Well Being is also a huge focus for CVT, and we have committed to participate in various yearly events, e.g. Men's health and suicide prevention October 2019.

### 8. Referral

8.1 Staff offering IAG/CEIAG services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate and adhere to the principles and policies of opportunity and confidentiality.

8.2 Referral will occur when another provider offers information or services that better meet the client's needs. Where it is believed the client would benefit from referral to another organisation the client should be clearly informed of:-

- The reason for the referral and the specific area of expertise of the agency to which they are being referred.
- The contact details of the agency to which they are referred.

### 9. Confidentiality

9.1 All information gathered during discussion with an individual should be regarded as confidential. Any limitations about confidentiality should be made absolutely clear to the client at the earliest possible stage.

9.2 The limitation operating in the CVT is where a client discloses information that leads staff to believe that the client or others may be at risk of significant physical, sexual or

# Chameleon Vocational Training

## Information Advice & Guidance (IAG) Policy

---

emotional harm or neglect. In other cases where staff consider it useful to the student to disclose information revealed in confidence by a client to a third party, staff will gain informed consent from the client to do so.

### 10. Service Standards

10.1 CVT is committed to National IAG Principles and individuals and employers can expect CVT to provide a service that is:

- Professional and Knowledgeable
- Confidential
- Impartial
- Open and Transparent
- Accessible and Visible
- Committed to Equality of Opportunity
- Responsive to the Present and Future Needs of the Individual

10.2 CVT will:

- Respond to all enquiries promptly, if possible, within 2 working days.
- Refer to other learning providers and specialist organisations if we are not able to meet your needs in full.
- Maintain its website – [www.cvt-uk.com](http://www.cvt-uk.com)
- Provide prospectuses and course information leaflets and service leaflets – available on request from the CVT on **0191 3406060**.
- Offer a range of open events at the Centre and at outreach locations, including schools, colleges and community events.
- Seek innovative ways to provide Information Advice and Guidance such as through the use of social networking sites and podcasts.
- Maintain a telephone and email service to all enquiries: 0191 3406060 and [enquiries@cvt-uk.com](mailto:enquiries@cvt-uk.com)
- Offer drop in and booked appointments with one of our staff / advisers
- Accept appropriate referrals from our partner organisations.
- Offer tutorial programmes (for full time and work-based learning students, and to part-time students as appropriate).

### 11. Improving Standards

11.1 CVT welcomes feedback on the service we provide. Users can provide feedback anonymously should they wish. CVT will use the information received in customer feedback to improve the services it provides.

11.2 If our IAG/CEIAG services do not meet student expectations, we aim to try and resolve any concerns informally at first. If the matter cannot be resolved through these channels, please write to the Company Direct explaining the difficulty and giving as much detail as possible. You will receive an initial response, in writing, within 5 working days.

11.3 Full details of our Complaints Procedure are available on request from the CVT 0191 3406060

# Chameleon Vocational Training

## Information Advice & Guidance (IAG) Policy

---

### 12. Further Information

12.1 For further information, please contact us:

Chameleon Vocational Training, Unit 6C Glover Industrial estate, Spire Road, Washington, NE37 3ES

Phone: 0191 3406060/07583 508834; E-mail: [enquiries@cvt-uk.com](mailto:enquiries@cvt-uk.com)

Office Hours: Monday – Friday 8.30am – 5.00pm

### 13. Ownership of IAG/CEIAG

13.1 The Company Director is the member of the Senior Management Team with lead responsibility for IAG/CEIAG, and with responsibility for consideration and review of CVT's IAG/CEIAG policies.

13.2 The Company Director, Head of Teaching and Learning and the student representatives will be asked to input into the annual review of IAG/CEIAG. In addition to reviewing the policy, there will be an annual report on student destination patterns as a means to monitor the quality of careers and progression advice being provided to students. The Committee will also receive an annual report on compliments and complaints received by CVT.

Approved By: Michelle Quinn, Company Director

Date of Approval: October 2020

Frequency of Review: Annually

Date of Next Review: October 2021

(The policy will be reviewed by the members mentioned above, however, the SMT is delegated to approve minor changes to the policy in response to legal changes and best practice).

# Chameleon Vocational Training

## Information Advice & Guidance (IAG) Policy

---

### **Annex A**

#### **Career, Education, Information, Advice & Guidance Provided by Teaching and Learning Leaders**

##### On Application

- Independent Information and Advice provided to inform choice
- Fair, impartial and objective selection criteria used based on the published entry requirements for the course
- Candidates referred to guidance or alternative provision where appropriate

##### On Enrolment

- Review existing achievements of the individual
- Assess learning needs and set learning goals (including any need for additional learning support)
- Develop the learning plan for the individual
- Provide details of all learning and support resources available to the student (including those related to well being)

##### During The Course

- Monitor attendance and time management
- Provide work related experience
- Assist students in identifying and resolving barriers to learning
- Make referrals to support services where appropriate
- Provide regular feedback on performance including reports signed by the Principal
- Help students to clarify progression routes and career goals
- Continually assess learning needs
- Identify goals and agreed actions to achieve goals
- Maintain up to date tutorial records

##### On Completion of the Course

- Seek to establish the reason for withdrawal of early leavers
- Provide each student with a Certificate of their Achievements and Reference if required
- Help students access progression opportunities and seek to establish destination routes