

Code Nation Information Advice and Guidance policy

Policy statement

Code Nation believes Information, advice and guidance (IAG) is a pivotal part of the learner experience and therefore has a range of impartial guidance activities and processes that can support choices made by prospective learners, learners, alumni and employers.

The purpose of this policy sets out our services, the standards we work towards and how we implement effective IAG.

To implement the policy the Code Nation will:

1. Provide accurate and impartial information, advice and guidance to existing and potential learners about the courses, qualifications and support services we offer
2. Provide accurate and impartial information, advice and guidance to employers about the courses, qualifications and training services we offer
3. Provide a service that meets the Matrix Standards whilst complying with requirements laid down by The Department for Education and any other funder
4. Provide a service that is confidential to the individual, and which meets the highest standards of equality of opportunity.

Statement of External Service

This statement sets out the details of Code Nation's IAG service as it applies to learners and employers. The purpose of this statement is to clarify what is on offer, and what someone can expect when using the service.

Who can use our services?

- Enquirers and prospective learners who do not yet study with Code Nation but are considering being a client or learner.
- Current learners who are enrolled on a course of study at Code Nation and are interested in doing another course or approach us for IAG.
- Current employers or clients requiring IAG
- Alumni learners who require support in progressing their training or career

What can be expected from us?

- A warm, welcoming and friendly service.
- We will tailor our services to meet your needs.
- Accurate and impartial information, advice and guidance on the full range of services we offer. We offer information and advice on courses and qualifications available at Code



Nation. If there are more appropriate alternatives better suited for Learners and/or Clients, then we will, where possible, suggest alternatives.

- For Employers, we will aim to accommodate and tailor our service to meet your needs or that of your employees.
- An Employability programme for learners will include taught sessions, 1:1 careers guidance from trained advisors, employability skills and access to careers guidance tools and software.
- A study programme that is designed to best prepare learners for the workplace, tailored specifically to meet personal development needs so that learners are prepared for the sector with the aim of maximising each learner's chances of a positive destination.
- Written information on all our programmes which will include the entry requirements, the content, the time scales and possible progression routes.
- Support following completion of a course to provide information and advice on further progression.
- Advice and support to enable you to study effectively if you have a disability or specific learning requirement.
- Website and literature highlighting our course information and IAG services.
- Frequent encounters with Employers and Workplaces through pledger talks, inspire events, open evenings and industry events.
- Signposting and referral to other training providers and/or educational establishments by providing opportunities for every learner to seek information related to apprenticeships, higher education and other training options.
- Opportunities for learners to access voluntary and/or paid employment through the promotion of vacancies via Code Nation student social and marketing networks.
- A service that conforms to national standards and benchmarks including the Matrix Standard and guidance provided by the Department for Education ensuring IAG is accessible.
- Ensuring that all learners have access to safeguarding and wellbeing services

What do we expect from candidates and learners?

In order for Code Nation to provide the highest quality IAG, we require;

- As much relevant information as you can give us so that we can answer your enquiry fully; for example, disclosing a disability or additional requirement to enable us to provide extra support if applicable.
- If you have any questions or concerns about your application, your enquiry, your course or your progress, we expect you to contact us as soon as possible in order for us to provide you with effective IAG.
- For you to be honest and open with us so that we can support you towards meeting your objectives and offer you clear IAG.

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Board Responsibility and Approval	Dave Muir

APPENDIX 1

THE NATIONAL IAG BOARD PRINCIPLES FOR COHERENT DELIVERY OF IAG SERVICES

Accessible and Visible - IAG services that are recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services which most closely meet their needs and are open at times and in places that suit those needs.

Professional and Knowledgeable - IAG frontline staff will have the skills and knowledge to identify quickly and effectively the client's needs. They will have the skills and knowledge either to address the client's needs or to signpost or refer them to suitable alternative provision

Effective Connections - Links between IAG services should be clear from the client's perspective. Where necessary, clients are supported in their transition between services

Availability, Quality and Delivery of IAG Services - This should be targeted at the needs of clients, and be informed by social and economic priorities at local, regional and national levels.

Diversity - IAG services will reflect the diversity of client needs

Impartial - IAG services which support clients to make informed decisions about learning and work based on the client's needs and circumstances

Responsive - to present and where applicable meet the future needs of clients

Friendly – warm and welcoming IAG services that encourage clients to engage and approach the service

Enabling – services that encourage and support clients to become lifelong learners by enabling them to access and use the information to plan their careers

Learning and Work – IAG services will support clients to explore the implications for both learning and work in their future career plans

Awareness – Young people and adults will be aware of the IAG services that are relevant to them, and have well-informed expectations of those services