

National Plant Vocational Skills Ltd Information, Advice and Guidance Policy

Introduction

The purpose of the policy is to identify learner entitlement to impartial and objective information and guidance about learning and work opportunities and personal development.

NPVSL believes that all learners and potential learners should be entitled to:

- Opportunities to discuss their individual learning and career needs throughout the learning process
- Access to information, advice and guidance that upholds the National Information, Advice and Guidance Board's 'Principles of Coherent Delivery' (see appendix 1) and meets Matrix standards
- Confidential referrals for specialist information, advice and guidance where appropriate
- Access to opportunities for progression

Scope

Information, advice and guidance refers to a set of processes that enable learners to:

- Clarify their starting point in terms of learning and career
- Identify relevant future goals
- Plan to achieve those goals through access to objective, impartial and professional input

These processes encompass individuals before, during and after they become learners with NPVSL. Effective networking and referral between colleagues, other providers and other agencies is therefore a vital component of the provision of a quality service.

Policy

The policy is to ensure that NPVSL learners:

- Receive clear information before committing to a course
- Can access appropriate opportunities to discuss how a proposed course meets their needs
- Have access to information about learner support and other local opportunities that might meet their needs
- Have access to information, advice and guidance about progression opportunities
- Are provided with information, advice and guidance that is accurate, clear, up to date, objective and impartial
- Can be referred speedily for specialist help

Implementation

NPVSL Southern Office to achieve Matrix accreditation.

They will be provided with in house training and will be required to work towards IAG NVQ's at an appropriate level for their role



Centre support will include

- Statement of service
- Start up information pack
- Learner resources information
- Telephone and on line advice and support

Monitoring

Through observation of initial assessments, teaching and learning, course evaluation, learner feedback at all stages of the IAG and learning programme