

TITLE: Information, Advice and Guidance Policy (IAG)Authorised by:
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Introduction

This Statement of Services fully explains the services available in respect of Information, Advice and Guidance (IAG):

1. What can we offer?

We are able to offer advice and guidance to all learners in the following areas:

- a. Career planning
- b. Employment opportunities
- c. This support is offered on an appointment basis. In many instances for off-site learners it is appropriate to ring HSB on 0161 818 6118 prior to your visit to confirm that an appointment is available
- d. Course information is available from the website www.holisticsb.com and may also be offered on a drop-in basis at HSB. Offsite learners can contact HSB to arrange telephone appointments to discuss course that HSB offer.

2. Have we got it right?

We need to know if you have had a good service - we value comments as these very often enable us to change the service. You may wish to register your concerns with us, by letter or email or by speaking to a member of staff.

An acknowledgement to a complaint will be made within 3 days and all complaints are monitored and presented to meetings to identify common trends and to maintain/improve quality. Subsequent action will then be taken.

Learners may also be asked to complete comment cards or participate in learner forums on the website to help us plan and develop our services to you. HSB needs to know how learners feel so that we can review whether we are maintaining the standards for information, advice and guidance.

3. Additional services

The services outlined are available to all learners. HSB has a Disability Policy which clearly states the services available for learners with learning difficulties or disabilities. A copy can be viewed on www.holisticsb.com.com

4. Format

Learners will be made aware of the:

- a. The use of an Interpretation Service can be arranged on request.

5. Advice staff

Key advice staff are fully competent in their field and recognised that they have the requisite knowledge and experience to effectively provide Information Advice and Guidance in their respective skill areas.

6. Level of advice

Initial advice is available on a drop-in basis or by telephone at HSB. Learners in the community or on employer sites will be able to access information, advice and guidance through contacting HSB.

7. Confidentiality**7.1 SETA Based**

Learners may wish to have a confidential advice or guidance interview. Separate accommodation is available to facilitate this.

7.2 Employer Based

Learners on employer sites will be able to access one-to-one telephone interviews with HSB staff or advice and guidance services at HSB.. Individual interviews enable guidance to be tailored to the learner's specific needs.

7.3 Web-Based Information

HSB has a web site with various information, advice and guidance to assist and advise learners.

8. Special Requirements

- 8.1** Every effort will be made to ensure that all learners receive high quality information, advice and guidance irrespective of disability, ethnicity, learning difficulties, gender, religious belief and sexual orientation.
- 8.2** Where necessary learners will be able to access an interpreter, signer or particular gender advisor.