KEIR TRAINING & RECRUITMENT

Summary Information, Advice and Guidance Policy

Policy Statement

Keir Training & Recruitment Ltd., aims to provide high quality training and development to a cross section of the community. To do this we promote the value of learning to improve skills, job prospects and well-being. To do this we will provide potential, current and alumni learners as well as employers with high-quality Information, Advice and Guidance which promotes the value of learning, in order to support them in their chosen programmes / careers.

Information, Advice and Guidance will be tailored to the individual needs of the learner, aimed at improving their confidence and motivation and will be available before enrolment and at all stages during programme delivery and post completion within their progression destination.

The Information team work within Keir's guidelines of the organisations Equality and Diversity Policy, Disability Disclosure Procedure and Data Protection / Confidentiality Policy. These policies reinforce our organisation belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of every individual regardless of gender, marital status, age, disability, race, religion, sexual orientation or life choices.

IAG is delivered using a client centred approach and using a quality cycle which asks clients for feedback on services received which feeds into Keir Continuous Improvement quality cycle.

Who can access the service?

Services are available to all potential and current learners as well as their employers, where applicable, at various stages including pre-entry, on programme, and post-programme.

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Information, advice and guidance on:

- Course information, course application and course interviews
- Wrap around services within the community / support agencies to overcome barriers and address personal challenges
- Progression planning
- Career planning and decision making
- Education and training opportunities both local and national
- Higher Education including finance for Higher Education
- Job search, CVs, applications etc. (current or past students only)

Delivered by:

- Individual appointments either face to face or via a VLE system
- Group sessions and talks to establish peer networks
- Workshops and drop-in sessions
- Telephone / e-mail support
- Attendance during Keir open events
- Attendance at external events where appropriate

Provides access to:

IAG specialist staff and / or a variety of careers resources, books and publications

Advocacy

We will liaise with relevant agencies and organisations; signpost or advocate on the learner's behalf and research information as appropriate. When referrals to other organisations are made, student consent will be sought.

Evaluation

All individual interviews and group sessions are evaluated by using a short questionnaire. Evaluations are discussed at staff meetings and actions taken when appropriate including Keir Continuous Improvement and SAR processes.

Learner / Employer feed-back forms are available electronically, from reception, or from Keir staff members and submitted via email. They are used to monitor and maintain quality of Keir training and IAG process.

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OUR COMMITMENT

We operate to a code of principles. This means our service is / includes:

Impartial and Unbiased	Information, advice and guidance on all options open to students. We will not promote one option over another.
Confidential	Personal details will only be used to help students move forward and with consent. Interviews will be offered in a private setting.
Individual Ownership	A service centred upon individual need.
Equality of Opportunity	This will underpin all aspects of provision. Students will receive information, advice and guidance to help them realise their full potential, regardless of gender, sexual orientation, religion, disability or race.
Transparent	The guidance process and what to expect will be clearly explained.
Accessible	The service will strive to be accessible to all eligible users. Every endeavour will be made to accommodate learners regarding time, venue and publications.

Service Standards

- In the event of an assessor/ tutor being unavailable for an appointment every effort will be made to replace with an alternate assessor / tutor.
- Information requested will be sent out within 5 working days.
- Highly skilled and qualified staff.
- Client data is filed for statistical purposes; all client details are stored in a locked cabinet and destroyed after 3 years, in accordance with the Data Protection Act.

What we ask of learners

- To get the most from appointments, learners should prepare by bringing any relevant information.
- If learners are unable to attend an appointment, they are asked to let us know at least 48 hours in advance.
- Student's careers are their own responsibility, we can give advice and guidance but we will not make decisions for you.