

The provision of good quality information advice and guidance is linked to the Service's Strategic Priorities 2019-21

*Ensure sustained customer care by providing relevant, accessible and impartial information, advice and guidance to existing and potential learners in achieving their aspirations, learning and career goals.
Target: Ensure successful matrix continuous improvement checks in February 2021.*

To underpin our high quality teaching learning and assessment, we will continue to deliver quality information, advice and guidance and maintain the **matrix** Standard for this service.

The next annual continuous improvement check will take place in February 2021.

If you have any questions please contact:

Cheryl Brown at cheryl.brown@surreycc.gov.uk

Also see SAL Leaflet No 5 – RARPA



Information, Advice & Guidance

SAL Leaflet No: 19

2020-21

The matrix Standard



Surrey Adult Learning was delighted to renew the **matrix** Standard in February 2019. This Standard signifies that the Information Advice and Guidance (IAG)

given to learners is of the highest quality and the latest report says:

'SAL has defined its IAG service with much clarity and promotion'

'SAL is a listening organisation with great care taken to capture the voice of learners and staff.....'

'Delivery of IAG service across the curriculum is bespoke and customised to the course. Tutors skilfully make use of the individual learning plan incorporating key IAG goals and feedback in a manner that learners are valuing.... These approaches reflect a skilled workforce with much understanding and knowledge of reviewing and presenting options and choices'



When our learners or potential learners see the **matrix** logo they can be sure that the Service will provide them with the best quality Information, Advice and Guidance (IAG). Friendly staff will help them choose the right Surrey Adult Learning course and will signpost them to further learning if we can't meet their requirements.

Our Information, Advice and Guidance policy can be found on Moodle.

Here are some things you should be systematically embedding into your teaching to ensure that your learners get the best possible information possible.

1. Provide learners with the relevant **progression leaflets** published in all subject areas and available on the SAL website in 'Your Learning'. These leaflets give impartial information and are designed to 'add value' to the information you can provide. Please signpost your learners to the webpage drop down 'continue your learning'. They are at their most useful as the term comes to an end. However, they contain information that could be used at other times too.
2. Refer learners to the **National Careers Service**. Information can be found on the website under 'other adult learning options and tools'. No charge is made for this service.
3. Promote the new interactive resource called **Kudos AD**; an online advice package which can be offered to our current learners. It can help learners access further training opportunities; prepare them for a change in employment or signpost to ways they can develop their skills to achieve an employment goal. The resource is able to summarise skills and make suggestions based on the outcomes of responses. You can take a look at what Kudos offers by either clicking on the link on Moodle – IAG section (which is public) no login is required. Or under 'other adult learning options and tools' on the SAL Webpage. If you have a learner who is interested in accessing such a resource, then please contact Cheryl Brown by email cheryl.brown@surreycc.gov.uk

4. **Plan to deliver information, advice and guidance in your course** every week and evidence that planning on the Scheme of Work and delivery on your Lesson Plans.

To support you with any difficult questions or to get help with finding information contact your line manager or the Customer Service team.

In the Learner Welcome Handbook the following statement of intent appears:

'To help you choose the right course with Surrey Adult Learning and to make sure your experience of learning with us is a good one, we aim to provide you with helpful, relevant information at various points during your time with us.

Whilst we deliver high quality adult learning and we're proud of our range of courses, if we do not provide the one you are looking for we will do our best to point you in the direction of an organisation that will be able to help you.

We are here to support you. Please ask a member of staff for more information and they will be happy to help.

As always, if you have any worries or concerns, please discuss these with your tutor or a member of centre staff as soon as you can.'