



## Information, Advice & Guidance

SAL Leaflet No: 19

2021-22

All roles within Surrey Adult Learning (SAL) have some form of information, advice or guidance attached to them, and most of us provide this in one form or another daily. **The tutor role in providing Information, Advice and Guidance (IAG) is an important one.**



### What is SAL's commitment to IAG?

SAL continues to offer learners the best quality service possible and is committed to providing impartial and objective information and advice on learning opportunities and courses to help learners make the best possible choices and to gain the best possible outcomes from their learning. SAL's Information, Advice and Guidance Policy is available from your Line manager and can be found on Moodle.

### How do we know we maintain standards and deliver a good IAG Service?

**We are formally assessed in two ways:**

1. At Ofsted Inspection, during lesson observations and in our annual self-assessment process.
2. The matrix Standard – full inspection every three years and monitored annually. This Standard signifies that the Information, Advice and Guidance (IAG) given to learners are of the highest quality.

### How do we provide IAG?

- Tutors provide IAG on entry, throughout the course and at the end of the course.
- Our website provides more in-depth information about the courses and information to support learners in their journey.
- The Customer Service Team and Centre staff who deal with calls and emails daily can also provide information on courses, our centres and our services.
- Our printed course brochures detail course titles, locations, dates, times and costs (during Covid, these have been removed).

## What is the expectation of you as a tutor in terms of providing IAG?

- At the start of the course, check that everyone is on the right course.
- Respond to all questions that learners may have about next step options and make sure that they have appropriate information and advice.
- Always plan end of course information and advice sessions, which provide signposting information.
- If you don't know or you are unsure how to help signpost your learners to those who will be able to help (see previous paragraph).

## Signpost learners to where?

The SAL website is an important source of information.

- In addition to SAL courses, under **Your Learning**, and in '**Other learning opportunities**' you will find:
  - **Kudos AD** - an online careers, training and development service
  - **National Careers Service**
  - **Colleges & Universities** in Surrey
  - **Other Surrey Learning Organisations**
  - **National Organisations**

## For Further information and Help

- **To support you with any difficult questions** or to get help with finding information contact your Line manager or the Customer Service Team.
- **The monthly staff newsletter** provides updates and highlights services
- **SAL Leaflet no 19** - available on Moodle.
- **SAL Moodle – IAG page & Supporting Your Learner**

OUR AMBITIONS FOR PEOPLE

Work with partners to widen access to relevant, accessible and impartial careers and training information to existing and potential learners in achieving their aspirations, learning and career goals.

The next full matrix assessment will take place in February 2022.

**If you have any questions please contact your line manager.**

**Also see SAL Leaflet No 5 – RARPA**