

# Serco Education Information, Advice and Guidance Policy

## 1 - Policy Statement

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The purpose of this policy statement is to set out the Information, Advice and Guidance (IAG) services Serco Limited (trading as Serco Education) commits to provide to potential and current learners, staff and employers. The policy is designed to ensure consistent, effective and fair treatment for all. This policy has been impact-assessed to ensure that it does not adversely affect anyone on the grounds of sex, transgender, marital or civil partnership status, racial group, nationality, sexual orientation, religion or belief, disability or age. The policy should be read in conjunction with other Serco policies and statements including the online whistleblowing policy, equality policy and other policies relating to data protection.

## 2 - General Principles

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IAG is available on a one-to-one basis at coaching sessions throughout learners' studies. Additional opportunities will be offered at key stages of the programme (such as assessment review or unit/module workshops) and is available free of charge to any individual on request. Where Serco Ltd (trading as Serco Education) or its partners do not have the information requested, it will seek the information on behalf of the individual or provide the individual with the name and contact details of the organisation who should have the information being requested. Advice provided is impartial and confidential to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development.

## 3 - Staff

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Staff are responsible for ensuring that any enquiry they receive for IAG is passed to the appropriate member of staff and that the individual requesting the information receives a response within three days of their request.

## 4 - Statement of Service

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Serco Ltd (trading as Serco Education) provides:

- Initial information, advice and guidance on learning options, qualification pathways and support with learning
- Ongoing information, advice and guidance and support on learning and work issues through coaching, assessment, networking events and course materials, and through pinpointing to specialist organisations such as the Institute of School Business Leaders (ISBL) and the Institute of Leadership and Management (ILM)
- Information, advice and guidance on progression routes including Further / Higher Education, careers and work-based learning is offered as the learner progresses through their programme

The IAG services Serco Ltd (trading as Serco Education) provides are free and can be provided through face-to-face, telephone or written format. Serco promotes and supports

equality of opportunity and wherever possible, Serco will seek to provide information in a format which suites the needs of the individual.

Our full Statement of Service is available at Annex B.

## **5 - Learning and Training IAG**

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Serco Ltd (trading as Serco Education):

- Offers information and advice on choosing the most appropriate learning programmes to suit the needs of individual learners
- Aims to meet the needs of employers by providing information and advice related to business training needs
- Supports learners during their learning and training with specialist advice in all aspects of learning
- Maintains and publicises up-to-date information on all its programmes and support services
- Will direct, where relevant, to other appropriate agencies and providers
- Will provide advice on learning routes available to any learner that withdraws from a programme (including any learner whose employment is terminated for any reason).

## **6 - Careers and Employment IAG**

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Serco Ltd (trading as Serco Education)

- Support learners during their learning and training with careers advice and guidance
- Helps learners to progress in learning and at work by developing their ability to learn, developing transferable skills and gaining new qualifications
- Encourages its staff to provide lifelong career management skills to assist learners in making choices now and in the future.

Details of websites providing information, advice and guidance are available as Annex C.

## **7 - Health and Finance IAG**

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In addition to the learning and training and careers IAG listed above, Serco will make available information relating to entry criteria, qualifications, accreditation, workloads and modes of study. Learners will be given details on the expected length of study and the importance of identifying a suitable work-life balance that works for them to achieve within the time frame.

## **8 – Policies**

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The following policies are available on the Serco Education website ([Serco Education \(serco-ese.com\)](https://www.serco-ese.com))

- Equality, Diversity and Inclusion
- Data Protection
- Health, Safety & Environment
- Safeguarding / Prevent / British Values
- Complaints and Appeals

Reviewed August 2022 (Next review: August 2023)

- Customer Care
- Whistleblowing

## 9 - Confidentiality

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All information gathered during discussion with an individual will be regarded as confidential. Any limitations about confidentiality will be made clear to the client at the earliest possible stage (i.e. the requirement of audits by the Education & Skills Funding Agency or Ofsted). There is no limitation in Serco Ltd (trading as Serco Education) where a client discloses information that leads staff to believe that the client or others may be at risk of significant physical, sexual or emotional harm or neglect. In other cases where staff consider it useful to the learner to disclose information revealed in confidence by a client to a third party, staff will gain informed consent from the client to do so.

## 10 - Service Standards

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Serco Ltd (trading as Serco Education) is committed to National IAG Principles, and individuals and employers can expect us to provide a service that is:

- Professional and knowledgeable
- Confidential
- Impartial
- Open and transparent
- Accessible and visible
- Committed to equality of opportunity
- Responsive to the present and future needs of the individual

Serco Ltd (trading as Serco Education) and its partners will:

- Respond to all enquiries promptly, where possible within 3 working days
- Refer to other learning providers and specialist organisations if we are not able to meet your needs in full
- Maintain its website – [www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education)
- Provide all course information documents – available on request from Serco Education
- Seek innovative ways to provide IAG such as using social networking sites
- Maintain a telephone and email service to all enquiries – see contact details below
- Accept appropriate referrals from one of our partner organisations

## 11 - Improving Standards

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Serco welcomes feedback on the service we provide and undertake learner and employer surveys at different points throughout the year, along with regular on-course feedback in relation to the units / modules completed and the workshops attended. Users can provide feedback anonymously should they wish.

Serco Ltd (trading as Serco Education) will use the information received in customer feedback to improve the services it provides. Contact details for Serco Education are provided in section 11 of this document. If our IAG services do not meet learner expectations, we aim to try and resolve any concerns informally at first. If the matter cannot be resolved through these channels, please write to the Head of Education, explaining the

difficulty and giving as much detail as possible. You will receive an initial response, in writing, within five working days.

## **12 – Further Information**

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For further information, please contact us:

Serco Education  
Pure Offices  
Kestrel Court  
Waterwells Drive  
Quedgeley  
Gloucestershire GL2 2AT

Office hours: Monday – Friday 0830 – 1700  
Tel: 01452 341829

## **ANNEX A – Information, Advice and Guidance Provided by Serco Ltd (trading as Serco Education)**

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At application:

- Independent information and advice provided to inform choice
- Equitable and objective selection criteria used based on the published entry requirements for the course
- Candidates referred to guidance or alternative provision where appropriate on assessment
- Review existing achievements of the individual
- Assess learning needs and set learning goals (including any need for additional learning support)
- Develop the learning plan for the individual
- Provide details of all learning and support resources available to the learner

During the course:

- Monitor attendance and time management
- Monitor and help to manager performance at work
- Assist learners in identifying and resolving barriers to learning
- Make referrals to support services where appropriate
- Provide regular feedback on performance
- Help learners to clarify progression routes and career goals
- Maintain up-to-date records of progress and achievement

On completion of the course:

- Seek to establish the reason for withdrawal of early leavers
- Provide each learner with a certificate of their achievements and reference if required
- Help learners access progression opportunities
- Seek to establish destination routes

## ANNEX B – Statement of Service

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### Our Culture

Our culture is based on a set of four values (Trust, Care, Innovation and Pride) that shape our individual behaviours and hence the way the company behaves. They ensure we are all working from a commonly understood base that can be consistently applied across our organisation. Our values need to be lived every day, used to help us work through any challenges we may face and help us recognise and celebrate our achievements. They guide in our dealings with colleagues, customers, suppliers, partners, shareholders and the communities we serve.



It is important that we hold ourselves and others accountable for our values every day and have defined a set of behaviours that are expected from all of us. They describe how our behaviours bring Serco's values to life.

There are also some additional expectations for those of us who have a responsibility for managing people as well as our leaders.

The service delivered will actively promote Serco values.

### Our Values



We work hard to earn trust and respect.

We delivery on our promises; are open, straightforward and honest; do the right thing; and take personal responsibility for getting things done.



We care deeply about the services we provide, and the communities we serve, and we look after each other.

We work together to deliver high-quality public services, often of great important to the nation and the communities we serve. We take care of each other, and those we serve, and we aim to make a positive difference to people's lives.



We aspire to be better than anyone else at what we do.

We continuously improve our ways of working, and try new ideas, big and small. We share our knowledge and experience and embrace change, knowing that if we don't provide innovation and value for money to our customers, our competitors will.



We want to be proud of what we do.

We know that the work we do is important, and we take pride in doing it well. We value energy and enthusiasm, skill and experience, and an ability to make hard work fun. We contribute both as individuals and as part of a team.

## Our Purpose

Our purpose is:

- to support enquirers considering training at Serco Education to understand the nature of training and to make choices about their options
- to support learners in achieving their aspirations, including their study and career goals through our apprenticeship and non-apprenticeship programmes

## Aims

Information, advice and guidance is an integral part of the learner experience at Serco Education. Our aim is to provide high quality information, advice, guidance and support at all relevant stages of the 'Learner' journey to enable individuals to make informed choices about training, volunteering & employment, once on a programme to make outstanding progress and secure positive destinations into training, volunteering & employment routes.

Who can access our services:

- Current apprentice, learner, volunteers & staff
- Potential learner, volunteers, staff
- Learner, volunteers, staff from partner organisations
- Employers

## Our staff/team

Our staff are well qualified, holding appropriate professional qualifications and training. A culture of continuous professional development enables staff to regularly update skills and knowledge to provide current and relevant information, advice, guidance and support.

## What we provide/our service

Information, advice, and guidance (IAG) to our enquirers and learner, being responsive to their diverse needs and interests, within the context of the SE. Our service is consistent with the agreed learner/apprentice at SE in relation to training improving or increasing self-confidence and self-esteem. Our guidance and support is delivered in accordance with the

principles of the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)) and the Serco's GDPR/ Data Protection Policy.

If you are thinking about an apprenticeship or training to improve your career aspirations our IAG will offer you:

- Impartial high-quality advice and guidance for all potential learner, volunteers, staff through a range of activity including, regular open events throughout the year, programme guidance sessions, pro-active engagement with local colleges and providers, taster events, and small group or 1:1 information advice and guidance in recovery and community outlets.
- Information on all courses and opportunities via our website.
- Tutorial and pastoral support for all learner, volunteers, staff on-programme throughout their studies to promote learning, progress and personal development.
- Learning support for learner/staff /volunteers with high level or complex learning needs or disabilities.
- Workshops or 1:1 sessions will be sources to help with your future needs such as: CVs, career choices, job applications and interview skills.
- Work related learning/work experience opportunities to help prepare learners for the next steps/employment.
- Advice about financial support for course fees, childcare, transport and support for learning.
- Support for vulnerable learner.
- Referral and signposting to relevant agencies as appropriate.
- Learning opportunities available to you and what is suitable for you
- The recognised qualifications you will be working through modules available through online by Serco Education or at your placement venue
- Advice and support if you have personal circumstances that may affect your training
- Advice on the impact of your disability on study choice and the support that is available
- Higher education options and employability skills
- Signposting to external organisations that may help you further in deciding your options

If you are currently accessing training with Serco Education - we offer:

- Support to enable you to plan your educational and employment career development
- Advice on dealing with non- academic issues that may arise while you are accessing Serco Education, with access to 1:1 appointment to assist with on-going development with your trainer
- Support and provisions made on any declared learning disability
- Advice and support will be offered in signposting to further education and career aspirations

### **What we expect from You**

- Respect for our staff, premises, resources and equipment
- Provision of as much relevant information as possible to ensure we can provide an effective and appropriate service
- To contact us promptly with any queries or concerns
- To attend appointments promptly or let us know when you are unable to
- To let us know if you are not happy with our service so we can do our best to improve it



### How do we offer this service?

Information and advice is offered primarily to learner via our onboarding system as a 1:1 meeting, further IAG discussion will take place with your trainer via invitation and at 1:1 sessions with access via virtual platforms through Serco Education.

In addition, enquirers and learner can access timely and tailored information, advice and guidance from our SE advisory staff in a variety of ways booked 1:1, email or telephone.

### How you can help us deliver our service to you?

- When you contact us, make sure you give as much information as you can so that we can answer your query effectively.
- Let us know promptly of anything that might be affecting your career development, so we can advise you what can be done to help.
- Let us know your views so that we can evaluate and develop our service in response to client feedback. We welcome both positive and constructive feedback.
- Recognise that there will be times when it is appropriate for you to undertake individual research into the opportunities available to you.

You can expect us to:

- Offer free impartial and informed IAG
- Work within the SE agreed approach to client support and guidance, following the Serco GDPR/Data Protection and Equality policies
- Provide a timely response, normally within two working days; if the matter is complex
- You will receive an initial response with an indication of the action we are taking and the likely response time
- Ensure that our IAG staff are trained and knowledgeable and follow an appropriate programme of staff development
- Work to the national matrix standard to develop SE standards to maintain the Matrix award for the quality of IAG
- Operate within the Quality Assurance Agency Code of Practice for Careers Information, Advice and Guidance.

If for any reason you are unhappy with our service, your complaint will be fully investigated, in confidence, and we will do our best to resolve it fairly and quickly in accordance with the Serco Education complaint procedure available at [Serco Education \(serco-ese.com\)](https://www.serco-ese.com).

IAG at Serco Education is provided by a range of people, some of whom provide specialist support. This Statement of Service outlines the core services that are available to you and the standards you can expect from us including our specialist areas. Further information on the support we offer can be found at Serco Employment, Skills and Enterprise -Training, Upskilling, business support ([serco-ese.com](https://www.serco-ese.com))  
Office hours: Monday – Friday 0800 – 1700-Tel: 01452 341829

Our policies and procedures can be found on our website or ask your trainer for further details.

## **Feedback and Comments**

To help us continuously improve our service, we welcome feedback from our learners. Learners' views are sought regularly throughout their time at SE through surveys, forums and learner forum groups.

We also welcome comments from visitors, partners and the team to recommend to SE on what we have done well or what we could do better. Comment can be made via [Sercoprovider.support@serco.com](mailto:Sercoprovider.support@serco.com).

## ANNEX C – General Information for Further Information, Advice and Guidance

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### Internal and Governing bodies

Serco Education [Serco Employment, Skills and Enterprise -Training, Upskilling, business support \(serco-ese.com\)](https://www.serco-ese.com)

The matrix quality standard for information, advice and guidance services  
[www.matrixstandard.com](https://www.matrixstandard.com)

IEP – [The Institute Of Employability Professionals \(myiep.uk\)](https://www.myiep.uk)

ILM - <https://www.i-l-m.com/>

City & Guilds-<https://www.cityandguilds.com/>

NCFE-[Employability qualifications - Training Providers | NCFE](https://www.ncfe.co.uk)

The Career Development Institute [www.thecdi.net/](https://www.thecdi.net/)

Association of Graduate Careers Advisory Services [www.agcas.org.uk](https://www.agcas.org.uk)

TQUK - [Welcome to Training Qualifications UK \(tquk.org\)](https://www.tquk.org)

CMI - [Management & Leadership Development and Training - CMI \(managers.org.uk\)](https://www.cmi.org.uk)

### Career & Education Support Avenues

[Careers advice - job profiles, information and resources | National Careers Service](https://www.nationalcareersservice.co.uk)  
<https://uk.indeed.com/>

Careerpilot : Plan your future work & study

<https://www.worldskillsuk.org/>

[Prospects.ac.uk](https://www.prospects.ac.uk)

<https://www.totaljobs.com/>

<https://getintowork.co.uk>

[Apprenticeships and Associated Training \(ypo.co.uk\)](https://www.ypo.co.uk)

[UCAS | At the heart of connecting people to higher education](https://www.ucas.ac.uk)

[Further education courses and funding: Find a course - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

[Career progression in education | Education Support](https://www.education.gov.uk)

[Alumni - University of Wolverhampton \(wlv.ac.uk\)](https://www.wlv.ac.uk)

[Careers - University of Wolverhampton \(wlv.ac.uk\)](https://www.wlv.ac.uk)

<https://www.glos.ac.uk/>

### Volunteering

<https://www.nesta.org.uk/>

[VSO | Voluntary Service Overseas \(vsointernational.org\)](https://www.vsointernational.org)

<https://www.acevo.org.uk/>

[NCVO - Home](https://www.ncvo.org.uk)

<https://www.gomakeadifference.co.uk/>