

## Serco Education Information, Advice & Guidance Policy

### 1. POLICY STATEMENT

The purpose of the policy is to set out the Information, Advice and Guidance 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.

### 1. GENERAL PRINCIPLES

IAG is available on a one to one basis at coaching sessions throughout your study. Additional opportunities will be offered at key stages of the programme (such as assessment review or unit workshops) and is available free of charge to any individual on request. Where Serco Limited (trading as Serco Education) or its partners do not have the information being 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.

### 2. STAFF

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 information receives a response within three days of their request.

### 3. STATEMENT OF SERVICE

Serco Limited (trading as Serco Education) provides:

- Initial information, advice and guidance on learning options, qualification pathways, and support with learning.
- On-going information, advice, 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 Limited (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 suits the needs of the individual.

### 4. LEARNING AND TRAINING IAG

Serco Limited (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 of its course 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).

#### **5. CAREERS AND EMPLOYMENT IAG**

Serco Limited (trading as Serco Education):

- Supports 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 learning opportunities in a real working environment.
- Helps learners to develop lifelong career management skills to assist learners in making choices now and in the future. In addition to seeking advice from Serco Limited (trading as Serco Education), learners and their employers may wish to contact Institute of School Business Leaders (ISBL) for additional information and opportunities.

#### **6. HEALTH AND FINANCE IAG**

In addition to the learning and training and careers IAG listed above, Serco Limited (trading as Serco Education) 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-study balance that works for them to achieve within the time frame.

#### **7. CONFIDENTIALITY**

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 and Skills Funding Agency or Ofsted). There is no limitation in Serco Limited (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.

#### **8. SERVICE STANDARDS**

Serco Limited (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 Limited (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 Information Advice and Guidance 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.

#### 9. IMPROVING STANDARDS

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 Limited (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. 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 5 working days.

##### a. FURTHER INFORMATION

For further information, please contact us:

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

Office Hours: Monday – Friday 0830-1700

## **Annex A**

Information, Advice & Guidance Provided by Serco Limited (trading as Serco Education)

### 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