

Information, Advice and Guidance Statement

Introduction

Lancashire Teaching Hospital NHS Foundation Trust (LTHTR) is committed to providing a high quality Information, Advice and Guidance (IAG) service to all its learners. We offer our services on an impartial and free basis to support individuals to achieve their potential in their career of choice.

To ensure this we will:

- Provide accurate and impartial information, advice and guidance to existing and potential learners about the courses, qualifications and support services we offer.
- Provide a service which is free and confidential to the individual, and which meets the highest standards of equality of opportunity.

This statement links to our 'Education and Training Strategy 2020-2023' and supports the development of our educational offer at The Health Academy (LTHTR) to fulfil two core requirements:

- To deliver and support education and training for our current and future workforce at Lancashire Teaching Hospitals NHS Foundation Trust (LTHTr)
- To extend our education and training offer to healthcare staff locally, regionally, nationally and internationally

When approached for IAG on other areas including, for example: finance, health and relationships we signpost learners to local and/or national organisations who provide expertise on those specialist services.

Information Advice and Guidance (IAG)

IAG is a term which encompasses a broad range of activities and interventions which enable individuals to overcome barriers to learning and entering employment. The service facilitates access to accurate, objective and up-to-date information with regards to the support and provision available. IAG refers to all information, advice and guidance sessions provided to learners, from initial assessment, through informal progression meetings and formal learner progress reviews, to end of course reviews.

Definitions:

This statement applies to all enquiring, enrolled and past learners at LTHTR.

Information - refers to the provision of factual information relating to learning and careers, but without exploring the relative merits of different options. Information can be imparted verbally by face to face contact, via written or printed material, telephone helplines or through websites.

Advice - requires more in-depth interaction with the learner. It includes the explanation of information and how to access and use the information.

Guidance - involves an in-depth session or series of sessions between the learner and advisor, in which the advisor helps the learner through the process of making decisions about learning and careers. We can offer information on potential careers in various occupational sectors as well as signposts to other IAG service providers.

IAG Service

This statement sets out the details of our IAG service. The purpose of this statement is to clarify what is on offer, and what to expect when using our service.

Who can use our services?

- Current learners who are enrolled on a qualification at LTHTR or partner organisation and are interested in doing another course.
- Enquirers and prospective learners who are not yet registered with us but are considering us as an option.
- Staff members who want information about our programmes, courses, or about any bespoke training we may offer.

What can you expect from us?

Accurate and impartial information, advice and guidance on the full range of services we offer. We offer information and advice on programmes and qualifications available at LTHTR. If study elsewhere is more appropriate then we will, where possible, suggest alternatives.

A service that conforms to national standards - This means that our service will be:

- Accessible and Visible
- Professional and Knowledgeable.
- Impartial
- Responsive to your needs
- Friendly and welcoming

Fairness and Transparency – Individuals will be treated fairly and equally, in line with the trusts Equality and Diversity Policy. We recognise the rights of all learners to be able to have equal access to learning opportunities. Learners should discuss any individual issues with their Assessor who will know who to contact and how to help them. These individual issues may relate to a disability including Dyslexia.

Confidentiality - Nothing from the discussion will be shared with anyone else without the learner's knowledge or permission.

What do we expect from you?

As much relevant information as you can give us so that we can answer your enquiry fully; for example, disclosing a disability or additional requirement to enable us to provide extra support if applicable. If you have any questions or concerns about your application, your enquiry, your course or your progress, we expect you to contact us as soon as possible in order to resolve the issue.

Feedback, Comments and Complaints

We are committed to developing the quality of our services and we regularly seek the views of our learners to find out how far they are satisfied with the courses and support provided. We welcome any comments you have which may help us to improve our services. If you are a learner with us you can pass your comments directly to your Assessor or to any senior manager or member of staff. Alternatively, you can email educationalgovernance@lthtr.nhs.uk

If you are not yet a learner you can contact us via email: thehealthacademy@lthtr.nhs.uk

We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with our complaints procedure.

Assessment Review and Evaluation

To ensure a high quality of IAG service, LTHTR will evaluate its provision to ensure that:

- The information, advice and guidance services are delivered in accordance with this IAG statement.
- The IAG standards are delivered in accordance with this IAG statement and as contained within the Matrix Quality Standard.
- Any learner or potential learner with a disclosed long-term condition or disability will be provided with appropriate support to enable access to IAG services.

IAG Service as part of organisational objectives

The broad agenda and portfolio of activities encompassed across our education and training function are extensive. As a Teaching Hospital, education and training are embedded as central to how we work, how we deliver our services, how we develop and support our staff, and how we adopt effective mechanisms to secure our future workforce supply.

LTHTR IAG Objectives

- Establish effective communication with clients.
- Identify information requested by clients.
- Supply information materials to clients.
- Assist clients to clarify their requirements.
- Provide access to curriculum specialist information and advice both pre-course, on-course and at exit.
- Identify a range of options for achieving client requirements.
- Maintain and improve information materials.
- Refer clients to other providers if they need IAG that is outside the limitations of the service available from LTHTR

Linked policies and legislation

The following policies are all relevant to learners and advisors will be expected to have a working knowledge of all of them:

Legislation

Data Protection Act (1998)

Freedom of Information Act (2000)

Equalities Act (2010)

LTHTR Policies

Safeguarding policy

Health and Safety policy
Equality and Inclusion Strategy