



<b>BMBC Employability Service-Information Advice and Guidance (IAG) Policy</b>	
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<b>Author:</b>	<b>Employability Management Team</b>
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BMBC Employability Service will deliver independent and impartial careers education, information, advice and guidance, which is an essential element to raising aspiration, supporting social mobility and delivering an inclusive economy.

BMBC's Employability Service provides a continuum of support that enables young people and adults aspire high, make well-informed decisions and fulfil their potential.

Regardless of whether we are helping young customers preparing to enter the world of work or choosing their next career move, we will inspire individuals to take their next step into the workforce, help those taking action to aspire to fulfil their potential and to deliver support that will help those individuals to achieve.

#### **Our aims:**

- To engage and support those residents at risk of becoming economically inactive in Barnsley
- To support individuals to develop an awareness and understanding of the range of opportunities for learning, work and personal development available to them
- To enable individuals to make informed choices about their options and next steps in relation to their chosen learning/training path or career aspiration
- To meet national standards and those of any associated funding bodies, ie Matrix Quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)), ESFA, ESF etc.

#### **Our objectives:**

- To improve residents' chances of employment and increase their social responsibility
- To increase retention in education and training
- To contribute to the financial success of individuals and societies
- To meet the needs of all our residents through appropriate CEIAG
- To encourage our residents' to achieve their future goals

#### **Statement of Service**

It is the intention of the BMBC Employment and Skills service to provide :

1. Access to free 1:1 interviews, as required, either face to face, by telephone or via an online platform, with comprehensive information and advice about options for personal development, learning, or work;
2. Support from friendly, specialist and experienced staff;
3. Impartial, confidential information, advice and guidance , focused on the needs of the individual;



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4. Easily accessible information, in a form that is easily understood,
5. A service which promotes the highest standards of equality and opportunity;
6. Information advice and guidance on the availability of a range of additional support opportunities, , for example, childcare, funding, additional support services and pastoral care;
7. A referral to a more suitable/specialist provider, if required, to enable individuals to progress in learning, training or work;
8. Access to specialist support if required. This includes, but is not limited to, information being provided in an accessible format, access to an interpreter service if English is not your first language, support if you are disabled or have a learning difficulty.
9. A service that welcomes suggestions for improvement.

The service aims to be aligned to the eight Gatsby principles, providing:

- 1 . A program of careers support which is known and understood by staff, individuals, parent/carers;
2. Access to good quality information about learning/training options and local labour market information;
3. Opportunities for support and advice should be tailored to individuals needs;
4. Linking learning to careers to provide a wide range of different career paths;
5. Encounters with employers and employees to learn about the work and skills that are valued in the workplace
6. Experiences of workplaces, including visits to employers;
7. Encounters with further and higher education including academic and vocational pathways so individuals are aware of a full range of opportunities available to them;
8. All individuals should have access to personal guidance especially when significant learning or career choices are being made.

### **Definitions**

**Information** - refers to the provision of factual information data conveyed via contact through face-to-face, individual, group or class interaction, which is verbalised, written or printed, or through different media including booklets, ICT software, and websites and so on.

**Advice** - requires more in-depth interaction with the individual and contributes to decision-making through suggestions on different options. It Includes:

- Helping individuals to understand and interpret information;
- Providing information and answers to questions;
- Clarifying misunderstandings;
- Understanding individuals circumstances, abilities and targets
- Advising individuals on their options or how to go about a given course of action
- Identifying needs and signposting or referring individuals who may need more in-depth guidance and support.



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**Guidance** - involves the process of providing in depth and personalised advice and support to individuals. It involves a complex interaction between advisor and individual to identify and clarify individual needs, explore ideas and challenge unrealistic expectations to determine the most suitable options for their development, learning and/or career goals.

### **Confidentiality**

Any records maintained as part of the IAG process are kept in accordance with the General Data Protection Regulations 2018 and any current subsequent human rights legislation, which guarantees a right of privacy. We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality where the safety, rights and liberties of other people, or the people giving the information may be seriously at risk.

Details of our privacy statements can be found at:

- <https://www.barnsley.gov.uk/media/14948/adult-skills-and-community-learning-privacy-notice.pdf>
- <https://www.barnsley.gov.uk/media/14947/european-social-fund-pathways-to-progression-and-success-privacy-notice.pdf>

### **Quality**

The Employability Service strives to continually improve the quality of the IAG delivered to our customers. The service has invested in the attainment of the Matrix standard and continues to monitor IAG delivery through:

- Observation of practice
- Review of action plans produced for customers
- Supervision of staff
- Continued professional development of staff
- Customer feedback
- External audit feedback

### **Customer Feedback**

The service welcomes feedback on the service provided. If you have any concerns regarding the service provided, or if any ideas for improvement, please contact the service managers Richard Stevens, or Angela Lomax on 01226 775270.

### **Review**

This policy will be reviewed every 12 months, or earlier if required.