

SCLS IAG Policy **2022/2023**

Date reviewed: August 2022
Next review date: August 2023

INFORMATION, ADVICE AND GUIDANCE

As a **learner** with Sefton Community Learning Service, we will offer confidential and impartial support throughout your learning journey to help you achieve your goals.

Before you start	Before you start on any programme we will discuss its suitability with you. We will tell you what it will involve and about the support you will get from us. Tutors will outline possible progression pathways which are also posted around the building on the Progression ladders. Depending on the type and level of the course you may have an English and Maths initial assessment before you are enrolled on your course.
At the beginning	For subjects which don't fall under the Skills for Life & ESOL umbrella or don't lead to a qualification, your initial assessment will be an integrated part your first session. You will work with your tutor to identify your starting point and to develop an Individual Learning Plan (ILP). This will set out the details of your learning and any extra support that you may need. We will give you details of your rights and responsibilities as a learner. This is done during your induction and is included in the Learner Handbook. You will receive information relating to our partner, Sefton at Work (S@W) who will be able to provide you with ongoing advice and guidance on your journey.
During your course	At regular intervals throughout your programme, your tutor will discuss your progress with you. You will receive regular verbal and written feedback on how well you are doing and also be given the chance to give us feedback about your learning experience with us. If any barriers to your learning are identified, we will discuss how we can support you to overcome them. Learners on longer courses will be prompted to seek further advice and guidance from our partner organisations. Employment related courses will also have the opportunity to speak with an adviser who can make further one-to- one appointments for advice and guidance. Career advisors from our partner S@W, are available for learners to speak about employment opportunities. We also have a job board in the main hall with information about current vacancies which might interest you. If you are currently employed or not looking for employment but wish to volunteer, you might be able to volunteer within our Service and S@W will also signpost you to relevant agencies.
At the end of the course	Towards the end of your programme you and your tutor will review your learning and discuss how you might use the skills and knowledge you've gained. You will receive more information about other options and help to plan your next steps. You and your tutor will be able to record this in your ILP. You also will be able to identify the impact attending your course has had on your personal development and wellbeing and to give up written feedback about your learning experience.

What you can expect from us

We will support you throughout your learning journey to enable you to achieve your full potential and you can expect that as a result you will:

- know more about the options available to you
- feel more confident about your learning
- have improved your communication skills
- increased your knowledge and skills
- know what to do at the end of your programme
- support to achieve your learning goals

How you can help us

You can:

- use our Compliments, Complaints and Suggestions system to tell us what you think about our services
- complete the evaluations we will give you throughout your time with us
- complete a short progression survey within 6 months of completing your course

We will:

- use your feedback to improve our services
- respond to any complaints within 10 working days