

### Information, Advice and Guidance Statement

#### What are we trying to achieve?

Learn Hillingdon aims to provide outstanding learning opportunities for adults that support identified and ambitious goals that drive their economic, social and emotional prosperity. Learn Hillingdon is committed to providing free, accurate and impartial information, advice and guidance (IAG), embedded within our processes, to support and enable learners to achieve their goals.

#### What IAG do we provide?

- IAG is provided from initial enquiry stage, through to placement on a learning programme and progression into volunteering, further learning or work. The mechanisms employed include, but are not limited to:
- Information on the website
- Personal responses to enquiries from staff via e-mails, telephone or in person visits
- Learners engaging in a range of skills screeners and assessments, including a piece of written text, the results of which are analysed and shared with learners at the follow up interview with the curriculum specialist.
- Accurate placement in a learning programme based on the assessment evidence and the interview.
- Induction materials provided in the classrooms, centres and through online resources such as the virtual learning environment (Moodle)
- Individual learning plans
- Support with learning, including financial and educational support and resources, and adapted resources where appropriate
- Feedback processes, including surveys, Learner Forums, Learner Council and the Compliments and Comments form
- Progression discussions, including applying learning to a work context, access to guest speakers and/or visits, 1-1 interviews with National Careers Service Advisors.

#### How to access IAG

Ask us

Access any of the materials online or in centres

Contact any member of staff online, over the telephone or in person



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