



Volunteer It Yourself (VIY) Information, Advice & Guidance for Learners Policy

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Introduction

The vast majority of learners that take part on VIY projects are either NEET (not in education, employment or training) or at risk of becoming NEET young people (aged 14-24). In most cases, they haven't made a career choice. For these learners, independent and well-informed careers information and advice is an essential part of the VIY offer. VIY is committed to lifelong learning and careers advice therefore takes account not only of working lives but also of formative leisure activities.

VIY aims to provide high quality, impartial, information, advice and guidance services which promote the value of learning to young people. The IAG services support VIY's values in that its staff are passionate about educating, activating and inspiring our learners to reach their potential in the sector. VIY believes that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position within the organisation. Please refer to our Equality & Diversity Policy for more information.

Standard of service

Those who seek careers advice from VIY can expect the following:

- A service delivered to recognised national standards
- A free and independent service, which recommends learning choices other than those provided by VIY
- Trained and experienced staff
- A clear explanation of what the service can offer
- To be treated with respect and dignity
- A prompt response to requests for help
- Up-to-date information on learning and career opportunities in a range of formats, including those which address sensory disabilities
- Up-to-date information on costs and opportunities to secure support
- Confidentiality
- Coaching to be successful and progress on to their next steps
- An aspirational IAG experience designed to inspire and motivate



Service offer

VIY offers an initial assessment in which individual needs, aspirations and aptitudes are analysed and discussed. This may involve testing by qualified staff. Information is available in a variety of formats, including online, and a member of staff is available to provide help in gaining access to it. VIY will ensure that advice is not only well-informed but is free of stereotyping and inappropriate physical or cultural barriers, and that it conforms to VIY's Equality & Diversity Policy. Where necessary, directions to other agencies or learning organisations will be given. At appropriate moments there will be an opportunity to review goals and agree next steps.

IAG delivery

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software and websites.

Advice – this involves:

- Helping a learner understand and interpret information
- Providing information and answers to questions and clarifying misunderstandings
- Understanding their circumstances, abilities and targets
- Advising on options or how to follow a given course of action
- Identifying needs – signposting and referring students who may need more in-depth guidance and support

Advisory work is usually provided on a one-to-one basis but may also be in groups.

Guidance – aims to support learners to:

- Better understand themselves and their needs
- Confront barriers to understanding, learning and progression
- Resolve issues and conflicts
- Develop new perspectives and solutions to problems
- Have access to information and advice on personal wellbeing (including being healthy and staying safe), as well as enjoying and achieving in everything that they do (by setting priorities for learning/work and developing a work life balance)