

Information Advice and Guidance Policy

Luton Adult Learning

Author: Senior Management Team

Contact: info@luton.ac.uk

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This policy is applicable to all Adult Learning members of staff including volunteers, subcontracting organisations and other staff involved in projects.

This is additional to Luton Council and Luton Adult Learning policies and procedures.

Changes in content since previous version highlighted in yellow for easy identification

Summary of key changes	Page No	Date amended
Reference to Youth Advice Service added	5	3/9/26

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Luton Adult Learning (LAL) is a direct delivery service within Luton Council.

Purpose

The purpose of this document is to outline the Luton Borough Council's Adult Learning Service's approach to the provision of information, advice and guidance (IAG) services.

Rationale

People need easy access to high quality IAG on learning and work to enable them to make effective decisions and choices about:

- Developing basic skills
- Gaining qualifications
- Career management
- Personal Development.

Effective information, advice and guidance can contribute to:

- Increasing the levels of learner retention and success
- Ensuring that learners are on the right courses for them
- Improving learners' progression on successful completion of courses
- Increasing the learners' level of skills and qualifications
- Meeting local and national targets
- Reducing unemployment and under-employment
- Local and national prosperity.

As a learning provider, Luton Adult Learning has a responsibility to provide high quality and effective help for its learners and potential learners.

Aims

Luton Adult Learning aims to provide high quality, impartial information and advice that promotes the value of learning, builds transferable skills and enables our learners to reach their full potential and move into sustainable, meaningful employment.

Once on programme our aim is to ensure that learners:

- Are on the right course/programme
- Receive support to remove barriers as they arise
- Receive support to set clear goals (and hence fully engage with the programme which supports development and progression)
- Develop employability skills
- Receive access to guidance at key transition points (either from centre staff or external IAG providers).

Principles

At Adult Learning we will offer IAG that promotes equal opportunities and is:

- Impartial
- Confidential
- Learner focused

- Diverse
- Transparent
- Accessible

Definitions

Information

Provision of information is defined as:

“Providing people with information about a range of learning and work opportunities available, without any discussion of the relative merits of the option available.”

This may include a number of things for example:

- Self-help with some signposting assistance
- A service delivered face-to-face or via the telephone
- Directing to further support and advice.

Information will be available about learning and training opportunities, course content, eligibility, types of qualifications, progression opportunities, types of delivery, the various components that make up programmes, the availability of finance, childcare opportunities, labour market information, local job vacancies, occupational profiles, sector profiles, self-help materials on applying for jobs and sources of further help and support.

Sources of information include Luton Adult Learning’s website, information provided by Adult Learning staff, course information online or printed documentation, marketing materials, social media and our website or SWAY.

Advice

Advice is defined as:

“Providing an immediate response to the needs of clients who present or reveal a need that requires more than a straightforward information response. It is usually limited to helping with the interpretation and meeting needs already clearly understood by the client and may or may not include signposting to guidance interviews where a more in-depth response can be provided.”

Advice involves helping individuals to interpret information and choose the next step, this may include:

- Supporting in navigating the information sources to find what they are seeking and enabling them to understand the information in relation to their needs
- Access to Careers software
- Assistance with completing CV and application forms if appropriate
- Identification of short and long-term goals
- Preparation of an Action Plan.

Guidance

Guidance is defined as:

“More in-depth discussions, which enable the adviser to explore interests, skills, aptitudes and attitudes. They provide the client with possible solutions and ongoing support where required.”

Guidance is normally given by an experienced and appropriately qualified person, such as a careers' advisor.

IAG Delivery

The entitlement is delivered in a variety of ways:

- The curriculum / vocational team through teachers, assessors, progress coaches and programme leaders will provide pre-course, in-course and end of course IAG through planned IAG sessions where appropriate
- Bespoke sessions from the Passport to Employment team relating to employability skills, local skills gaps, local employment opportunities and access to further and higher education
- One-to-one support from the Passport to Employment team, depending on need
- Events such as job fairs
- One-to-one sessions arranged through the **Youth Advice Service** or National Careers Service where learners will receive an Individual Action Plan outlining their short and long-term goals
- All staff with learners who may need additional support

Referral

Luton Adult Learning staff can refer or signpost learners as follows:

- Refer learners to other Luton Adult Learning courses that meet the learners' needs
- Refer learners to a relevant Passport to Employment programmes to meet individual needs
- Refer learners to the **Youth Advice Service**, National Careers Service locally or nationally for information about available services
- Staff may refer clients to other organisations, services or individuals if they can provide a more appropriate service.

Quality Assurance

Matrix Standard for Information Advice and Guidance services

The matrix Standard is owned by the Department for Education (DfE) and ensures the delivery of high-quality information, advice and guidance (IAG) services that enable people to reach their full potential. The matrix standard is applicable in all IAG settings. Luton Adult Learning is accredited to the Matrix Standard for information advice and guidance services. The organisation will ensure that it continues to meet the requirements of the Matrix Standard.

Equal Opportunities and Diversity

All services will be delivered in line with the Luton Adult Learning policies on Equal Opportunities and Diversity.

Safeguarding

Luton Adult Learning is committed to safeguarding and promoting the well-being of all. All services will be delivered in line with Luton Adult learning policies on Safeguarding.

Staff Competence

All staff delivering advice will be appropriately trained and qualified, where required. They will be supported and have their competence developed through training, supervision and personal performance assessment. Learner feedback will be used to inform staff development.

Record Keeping and Confidentiality

The record of the conversation will be recorded on the ILP or other relevant documentation and stored in the Learner File, it will contain the following information:

- Where I am now (the learner)
- My (the learner) short/long term goals (SMART/ where I want to get to)
- How am I (the learner) going to get there? My Action Plan is.

(Note: Rules of confidentiality do not apply if there is a risk of harm to the learner or others, or money laundering is suspected).

Luton Adult Learning will retain a record file of all ILPs.

Feedback from learners will be held on file which will be reviewed regularly.

All records will be held in line with General Data Protection Regulations 2018 and Luton Council policies on confidentiality.

Monitoring, Evaluation and Review

Feedback from learners and destination data from our Passport to Employment and other programmes, alongside the results of our self-assessment report, audits, inspections, observations and feedback including any complaints, will be used to monitor, evaluate and review the delivery of the service and will be used to inform improvements to the IAG services provided.