

Yorkshire and the Humber Train to Gain Regional IAG Project

May 2008 to April 2009

Supporting Providers to deliver Information Advice & Guidance in Train to Gain



"IAG helps employees to become engaged in the learning process thereby improving retention and achievement rates. This project enables Providers to access expertise and support, bringing consistency and quality to the delivery of IAG. In all, 39 WYLP Providers have

accessed the bespoke IAG training and support offered through the project – so it's working for us."

Don Brearley, Executive Director,
West Yorkshire Learning Partnership (WYLP)

"This has been a great opportunity to influence Train to Gain Providers in the region, but most of all to ensure that there is quality Information, Advice and Guidance (IAG) on learning and work for the learner."

Christine Harper, Regional Manager,
Careers Yorkshire and the Humber

*"IAG pays; it makes sure that learners are on the right route and so have the best chance of achieving the qualifications they need to make the progress they deserve. This project develops the capacity of Train to Gain Providers to deliver **matrix** accredited IAG by ensuring Providers have access to expertise and support and opportunities to network and share good practice."*

Clive Howarth, Skills Development Director, Train to Gain,
Learning and Skills Council Yorkshire and the Humber

This project has:

- helped Providers embed IAG into their delivery
- provided support to achieve The **matrix** Standard
- delivered customised in-house continuing professional development (CPD) training
- promoted and shared best practice through regional and local events
- developed materials for use with learners

This successful project has been running since January 2007 and will continue to March 2010.

A key factor in its success has been the provision of a dedicated IAG Adviser in each sub-region, giving one contact point and providing the flexibility to take account of local issues.

Funded by:



Leading learning and skills



The IAG in Train to Gain Project is delivered by Careers Yorkshire and the Humber. The project is funded by the LSC.

Achievements and support going forward

"IAG is key for our area, and the knowledge and support we have had from the team working on the project has been second to none. The Learner's Guide has been very useful and the team use it all the time with every one of our NVQ learners. I would highly recommend the service to anyone."
Julie Scott, Selby College

Our IAG Advisers focus on establishing ongoing working relationships with Providers and encouraging them to nominate IAG Champions.



Providers achieve **matrix** accreditation

"The workshop provided clear explanations and helpful practical materials."
Jennie Reeves, JENKA

The **matrix** Standard is the unique quality framework for the effective delivery of IAG on learning and work. Our IAG Advisers provide information and encouragement to Providers to help them achieve **matrix**. Practical support to Providers yet to achieve **matrix** has been provided through fully funded workshops and individual consultations delivered by an experienced registered **matrix** consultant. A workshop in Sheffield, Hull and Thirsk and three workshops in Leeds were attended by 63 delegates in total. We are delighted that as a result 25 organisations have achieved or registered for **matrix**.

Our four Regional Events have attracted 278 delegates

Our events are always popular with Providers as they offer excellent opportunities to keep up to date, access useful information and network. They are aimed at both managers and staff who deliver IAG as part of the Train to Gain Learner Entitlement. Acting on Provider feedback, we have developed interactive workshops on *Managing IAG within Train to Gain*, *The Role of IAG Champions* and *Models of Delivery*.

"A really useful session – now we assessors can help learners progress with further training... a very good session with clear explanations."
Kenny Stoddart,
TIR Training Services

Sharing good practice at Local Area Network meetings

Our IAG Advisers have facilitated three network meetings in each sub-region, ensuring Providers had a significant input and the opportunity to:

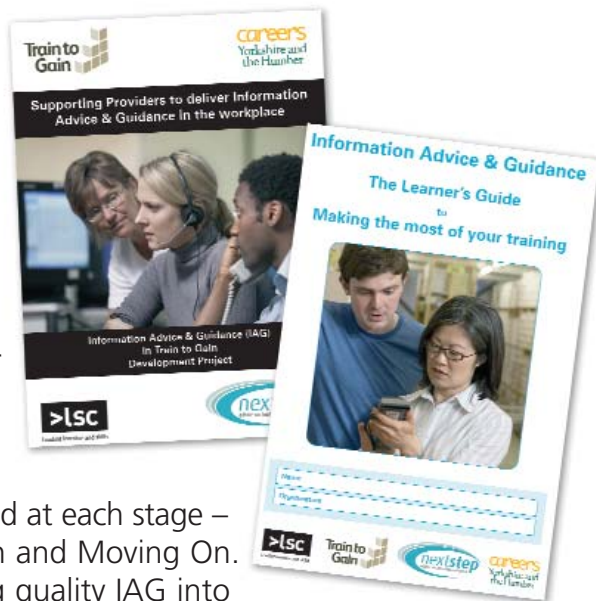
- keep up to date
- influence the development of resources
- share documentation that evidences IAG delivery
- discuss qualification pathways

Resources to support the delivery of IAG in Train to Gain

Our promotional leaflet for Providers sets out how the project can be of benefit, and we are committed to consulting with Providers to produce resources that meet their needs.

The Learner's Guide (Issue 2)

This is a workbook for Providers and learners to work through together to give a steer to what is required at each stage – Getting In, Getting On and Moving On. It supports embedding quality IAG into the learning process. Feedback from Providers shows that they are using the Guide flexibly, either as a standalone document or integrating the Guide into their own documentation.



Issue 2 has been redesigned with input from Providers who trialled the first issue. Feedback indicates that the Guide is a useful tool to ensure effective delivery of IAG within the context of Train to Gain.

"The Learner's Guide gives a structure and focus to the IAG process, pulling all the strands together."

Sue Ramsden, Tyro Training, Craven College

New development for 2009/10 IAG Provider Resource Manual

We are developing this self help manual for Providers delivering IAG within Train to Gain. It will include professional development material, resources, models of delivery and case studies.

Our resources will be available on our website www.careersyandh.co.uk from the end of June 2009



Providers take advantage of our in-house CPD training

"The whole session was useful as it explained where IAG fits in the NVQ process. We now have a much clearer idea of what is required when giving Information, Advice and Guidance and will be able to give more constructive and pertinent IAG in the future."

Andrew Forbes
& John Woodhead,
Hargreaves Training Services Ltd

Our workshops offer Providers a range of options related to their individual knowledge and skills development needs, with customised training and support. We have delivered a total of 45 in-house training sessions focusing on:

- the delivery of IAG in the context of Train to Gain
- the benefits to learners of receiving their IAG entitlement
- integrating learning materials into IAG delivery

Feedback has been very positive and we are pleased to have requests for training going forward.

Promoting accredited IAG qualifications

"Firstly I felt I was wasting my time trying to gain another NVQ until the penny dropped. We now go through the IAG with every learner as the paperwork is attached to their Individual Learning Plan." Roy Chapman, Manufacturing Excellence



The project has strongly supported the take-up of accredited IAG training for key staff and has significantly contributed to the growing awareness of the expertise and benefits qualified staff can bring to embedding quality IAG into the

learning process. The project has provided fully funded NOCN Level 2 courses in Hull, Sheffield, Huddersfield and Leeds with a total of 45 candidates achieving two or more units. We also provided 10 subsidised places for the NVQ Level 3 in Advice & Guidance.

For further information about the project, please contact:

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Careers Yorkshire and the Humber is the Prime Contractor for the national **nextstep** Service in Yorkshire and the Humber. **nextstep** is the nationally branded face to face careers information and advice service for adults funded through the LSC.

For local information and advice on learning and work, contact **nextstep through our regional telephone access point on: 0845 052 1040**

Positive external independent evaluation

"The training provided by the project is a must for all Providers to enable them to keep current and satisfy their Train to Gain LSC Contract." Leeds City College

Undertaken in March 2009, the evaluation concluded that overall the aims and objectives of the project had been met based on feedback predominantly from Providers receiving services and the contract manager of the LSC. There were many positive comments from Providers about the style, knowledge and competence of the four IAG Advisers. They are regarded as highly competent and invaluable in making the project work.

The areas of good practice identified included:

- supporting the overall capability of Providers to deliver quality IAG
- using the Learner's Guide as a tool to support delivery and provide evidence of quality IAG
- the approach to **matrix** support
- Provider events for sharing good practice

Recommendations for development included access to web-based resources.