

## Guidance Policy

### Definition

For the purpose of this policy, guidance is taken to include informing, advising, counselling, assessing, advocating and giving feedback.

### Rationale

TheLightBulb Ltd is committed to the view that Guidance services benefit both the client and TheLightBulb Ltd, and are central to improving rates of participation, completion, achievement and progression in education, training and employment.

Benefits for the client will include

- Learning about one's own abilities
- Developing decision making skills
- Taking advantage of new opportunities
- Identifying appropriate learning programmes
- Increasing prospects of successful completion
- Impartial advice, objective information and/or guidance

Benefits to TheLightBulb will include

- Improved learner motivation
- Increased recruitment opportunities
- Higher retention rates
- Better achievement and progression rates
- Increased efficiency
- More independent autonomous learners

TheLightBulb will ensure that

- Advice and guidance is impartial and objective
- People are aware of the purpose and limitations of the information, advice and/or guidance
- People understand and agree how the guidance process will be conducted
- Options and choices are presented to people in a manner which assists their understanding
- People have opportunities to consider and explore options and are given appropriate support and encouragement during the process
- People are able to make their own choices
- Special arrangements required during the COVID-19 pandemic will be applied, including access to new funding streams, where and how to get specialist support and using technology as a substitute for face to face meetings, assessments and interviews

### Entitlement

TheLightBulb believes that prospective learners have a "right to expect informed, impartial, supportive and timely guidance and counselling".

TheLightBulb will meet this expectation by providing high quality guidance at

- pre-entry (initial interview)
- entry (IAG)
- on programme (programme reviews & action plans)
- during learning support sessions (support plan & review)
- and exit (exit review)

Through access to Guidance provision including specialist online guidance services and support from the delivery team and individual Learning and Development Mentors (LDMs). Learners will

have access to guidance provision throughout the year, five days a week, during usual business hours.

During the Covid Pandemic this support will increase to include weekend and evening support as required by prior agreement.

TheLightBulb will work to clear quality standards and characteristics for both specialist guidance services and for tutorial support.

## Quality

TheLightBulb is a Matrix accredited training centre, and as such we will work towards a continuous improvement model to ensure the Guidance delivered is of the highest quality and is impactful. We will use the Self-Assessment and Quality Improvement processes to drive our ongoing Matrix accreditation.

The quality standards and characteristics will be reviewed annually and, where appropriate, modified.

## Resources

TheLightBulb will ensure that resources, staffing and equipment will be available and effectively deployed to deliver Guidance services to the standards agreed within this policy framework.

## Information

TheLightBulb will ensure that information about its Guidance is available to all staff, learners and prospective learners. All information will be reviewed and updated at least annually.

## Equality, Diversity and Inclusion

TheLightBulb will ensure that its guidance services operate within the spirit and the letter of its EDI policies.

## Implementation

TheLightBulb will ensure that this policy is effective in terms of outcomes as well as intent. To this end, it will ensure that the policy is implemented in plans of action. The Managing Director will be accountable for the production, and implementation, of plans for consultation and approval. Consultation with TheLightBulb members will form an integral part of the process.

The implementation of a coherent guidance service will depend upon an effective partnership between all departments and with stakeholders and external Guidance services