

# Camden Adult Community Learning Information, Advice and Guidance Statement of Service

## Background

The Camden Adult Community Learning Service overall mission is to:

*Encourage and support adults to make their first steps back into learning and so become more active economically, in their families and communities, and maintain better health.*

The Service provides learning opportunities in a wide variety of community venues, focused on deprived areas where we can make a difference for adults and their families. Information advice and guidance is the business of all staff and volunteers at Camden ACL.

## Aims of our information, advice and guidance

Information, advice and guidance are embedded in the work of the Service. We aim to offer a user centred service, which is relevant and accessible for all and provides up to date and impartial information, advice and guidance. Our service is designed to help people to make an informed decision about their future learning and employment options and maximise their potential. We also aim to provide learners with Information advice and guidance

We measure the success of the information, advice and guidance we provide via:

- engagement of priority learner groups
- learner satisfaction with the service they experience
- learner achievement
- learner progression: intended and actual
- wider outcomes for learners
- partnerships that support inward and onward referrals

## Who can get information, advice and guidance support?

- Current learners on Camden Adult Community Learning (ACL) courses
- Prospective learners interested in enrolling on an ACL course
- Council services working with our target learners
- Community organisations working with our target learners

## What our information, advice and guidance offers

What	How	For
Information, advice and guidance about learning opportunities and support services across the borough	<ul style="list-style-type: none"><li>• By phone and email – with a designated email address and phone number for enquiries listed on all marketing materials</li><li>• Via the website <a href="http://www.camden.gov.uk/adultlearning">www.camden.gov.uk/adultlearning</a></li><li>• Social media and internal communication channels e.g. digi screens, yammer</li><li>• Regular features in relevant newsletters, websites and local press</li><li>• Choices Days where local providers, employers and services provide face-to-face information</li><li>• Termly information and enrolment days at a range of local learning centres</li></ul>	Potential and existing learners

	<ul style="list-style-type: none"> <li>• In class and in conversation with teachers, support workers, creche workers, volunteers, managers and support staff.</li> <li>• Information, advice and guidance regarding progression opportunities built into every course</li> <li>• Information about specialist IAG services provided during induction, in learner handbooks, in-class and on centre notice boards</li> <li>• End of term 1:1 appointments with specialist IAG workers / employment advisers</li> <li>• Supported visits to / by local colleges to raise awareness of progression opportunities</li> <li>• Tutors and crèche workers equipped to signpost to support services (Make Every Contact Count training; active use of Camden Care Choices website) <a href="http://camdencarechoices.camden.gov.uk/">http://camdencarechoices.camden.gov.uk/</a> <a href="https://www.islingtonmecc.org.uk/">https://www.islingtonmecc.org.uk/</a></li> <li>• In class and in conversation with teachers, support workers, creche workers, volunteers, managers and support staff.</li> </ul>	Existing learners only
Specific information about in-house courses	<ul style="list-style-type: none"> <li>• Course outlines detailing content, target audience and possible progression</li> <li>• Newsletter and course brochure emailed twice termly to a comprehensive mailing list of partners and stakeholders</li> <li>• Flyers and posters circulated electronically and provided in hard copy to Camden libraries and community centres</li> <li>• Leafletting: housing estates; job centres; GP surgeries</li> <li>• Advertising on partners' websites e.g. partner schools</li> <li>• Termly adverts in local press; bus shelter promotions etc</li> </ul>	Partners, stakeholders, potential and existing learners
Support to further learners' health and well-being and personal, social and employability skills development	<ul style="list-style-type: none"> <li>• Personal learning goals that include a focus on employability, health and well-being, social and personal development</li> <li>• Focus on selecting personal goals in induction</li> <li>• Embedding of employability, health and well-being, social and personal development in learning activities</li> <li>• Promotion of leisure, cultural, health and active living opportunities in Camden – and support to get involved</li> </ul>	Existing learners
Advice and support to enable all learners to achieve their learning goals	<ul style="list-style-type: none"> <li>• Close liaison with referral and support agencies e.g. West Euston Project, Hopscotch, NCS</li> <li>• Initial and on-going assessment with regular feedback on progress and next steps</li> <li>• Capture of additional support needs at enrolment</li> <li>• Identification of additional support required</li> <li>• Volunteers provide additional support to enable all learners to achieve as well as they can</li> <li>• Differentiated teaching to meet individual needs</li> </ul>	Existing learners

### What can you expect from Camden Adult Community Learning?

- We will provide up to date and impartial information, advice and guidance
- We will be welcoming, friendly and encouraging to all learners

- All tutors will inform all learners of the information, advice and guidance service and how they can access it
- Each learner will have identified learning goals which will be used to discuss future goals and progression
- We will answer any queries by telephone or e-mail. We can also offer learners and potential learners an individual appointment
- We will treat each learner as an individual and in a fair and equal manner

## **Confidentiality**

Individual learner records are kept securely and can only be accessed by authorised staff that may need to see this information as part of their work.

## **Equal Opportunities**

The London Borough of Camden is committed to providing each individual with an equal opportunity to access our information, advice and guidance service, as indicated in the Camden Equality Policy.

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By: Mark Isherwood HOS.