



## **Information, Advice and Guidance (IAG) at LionHeart in the Community (LITC) LTD**

### **Our Aim**

Our aim is to provide the appropriate level of Information, Advice and Guidance to help our learners and programme participants make well informed, aspirational and realistic decisions about their future. Our impartial and independent tutorial programme is aimed at preparing young people to make the right choices, providing information and guidance at all stages of our programmes.

### **What we offer**

We provide free information, advice and guidance on a wide range of areas such as: mentoring support, debt advice, employability sessions, CV building, career advice.

Our IAG services are available to our clients throughout the programme, as long as they remain engaged with LITC. At each key stage of progress a one-to-one session will take place and clients are encouraged to work on SMART targets.

### **What to expect**

#### **STAGE 1: Initial assessment and Action Plan**

All clients are required to create a personalized SMART Action Plan and Individual Learning Record (where required) with the support of their tutor or Youth Officer.

The Action Plan is based on the results of the Initial Diagnostics, previous experiences and previous learning record of each client.

#### **STAGE 2:**

##### **Progress monitoring**

Learners will keep a learner diary that is reviewed by their tutor on a regular basis to ensure that progress is made.

##### **Progress review**

For the entire duration of the programme, reviews are carried out with the support of a tutor or Youth Officer. The Action Plan is used as a base to measure personal development.

##### **Action Plan review**

The Action Plans are reviewed regularly and new SMART targets set.



### **STAGE 3: Completion**

Once a programme is completed all learners are invited to review their journey and development. At this stage all learners will complete a feedback questionnaire based on the Action Plans they were working towards.

The learners are encouraged to focus on the hard and soft skills acquired while on programme and how they will be able to use them in the future.

### **STAGE 4: The way forward:**

Learners can decide to start working on a new Action Plan within LITC, alternatively, they are offered advice and guidance on how to access employment and education opportunities.

### **STAGE 5: Where are you now?**

LITC keeps in touch with all the learners and participants to our programs. We will carry out a standard review 6 months after the last session to know where the learners are, what they are doing and how the experience with LITC has influenced their development.

### **Our Service**

Our service is delivered in accordance with the principles of the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)) and as such learners can expect a service that is:

- Professional and knowledgeable
- Confidential
- Impartial
- Open and transparent
- Accessible and visible
- Committed to equality and diversity
- Responsive to the present and future needs of the individual

### **What LITC expects from learners**

- Learners attend appointments on time.
- Learners treat premises and members of staff with politeness and respect.
- Learners deal patiently with requests to wait for information.



### **How learners can help us to improve the service**

We aim to meet your needs on every occasion; however, we may not always get it right. We welcome your feedback and you will be given the opportunity to do this by:

- Following LITC's complaint procedure
- Telling a member of staff either in person, by telephone, in writing, by email or via our website
- Completing a learner survey and

### **Where and When**

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