



INFORMATION, ADVICE & GUIDANCE (IAG) POLICY

1. Introduction

Career-Nav aims to help all their clients and learners fulfil their potential and experience successful outcomes through professional interviews and group work. The interventions respond to individual needs, stimulate and challenge each and every learner or client. The processes of informing, advising and guiding clients and learners are accorded a high priority and are seen as crucial in preparing clients and learners to make decisions regarding the opportunities of progression in respect of learning and work.

2. Purpose

Career-Nav believes that high quality IAG has positive outcomes for individuals, Learning Providers, communities, employers and the wider economy. Career IAG promotes the following benefits:

- IAG is important to social mobility.
- IAG professionals promote equality of opportunity.
- The benefits to Learning Providers include better motivation of learners once they have clear goals for future study and careers, leading to higher self-esteem, higher attainment and reduced drop-out rates.
- Economic and social outcomes are improved when learners get a better understanding of progression routes resulting in higher levels of motivation and greater achievement rates with regard to skills and qualifications relevant to the workplace. Those with higher skills sets are likely to have better social and economic gains and are less likely to have long periods of unemployment resulting in less strain on public finances and society.

3. Key Principles

The key principles of our IAG policy are:

Impartiality, responsiveness, accessibility and visibility, professional and knowledgeable, confidentiality, individual ownership, equality of opportunity, diversity, transparency, friendly, awareness, enabling, effective connections, availability, quality and delivery, and accessibility.

This policy seeks to support all staff providing IAG and working under these principles.

4. Networking

Career-Nav works collaboratively with a range of partners within Lancashire to enhance its offering. Career-Nav is committed to developing quality career IAG provision in agreement with its partners, to ensure that the best range of progression opportunities are available and that consistency of delivery ensures all clients and learners receive impartial high quality IAG.

5. Equality and Diversity

Career-Nav is committed to all people, irrespective of their background, who are seeking an opportunity to progress their learning or career aspirations for social, academic or vocational reasons.

6. Resources

Career-Nav seeks to assess and promote IAG resources (paper-based or on-line) that are relevant, up-to-date, accurate, 'fit for purpose' and understandable. This includes all careers information and labour market information/intelligence utilised as part of guidance activities.

7. Feedback

Career-Nav monitor the effectiveness and improve the quality of IAG using feedback from clients, customers and partners.

8. Training

Career-Nav provides opportunities for staff to update professional training and/or qualifications in IAG to ensure understanding of Career-Nav's IAG policy, strategy, aims, objectives, procedures and performance indicators. To continue to maintain awareness of Equality and diversity; Confidentiality issues; Customer Care, Health & Safety and Safeguarding protocols. To provide opportunities for the continual professional development of staff to update their understanding of local and national referral systems and sector/ LMI knowledge.

9. Quality

We aim to maintain the Matrix Standard – a nationally recognised quality framework for organisations to assess and measure their information, advice and/or guidance services, which ultimately supports individuals in their choice of career, learning, work and life goals.

10. Sharing Best Practice

This policy has been produced to ensure that we are able to make a positive difference to our work with, and on behalf, of clients and learners. The policy takes account of current best practice emanating from national standards. We network with other IAG providers who offer IAG services to children and adults in learning and work which enables us to further share good practice, update our resources and ultimately improve the IAG support we can provide to our clients and learners.

11. Contact Details

To seek our support or to make an enquiry, simply call Louise on 07584 190922 or email your query to info@career-nav.co.uk. Alternatively, you can visit our website www.career-nav.co.uk

12. Policy Review Date

This policy was last reviewed in September 2019. To be reviewed every 2 years.