



INFORMATION, ADVICE & GUIDANCE (IAG) POLICY

Background to Policy

Career Seekers Direct (CSD) is committed to providing high quality and impartial Information, Advice and Guidance (IAG) to all existing and potential clients. We recognise our own limitations and will refer enquirers to other agencies, as required. All clients receiving CSD's services are entitled to impartial IAG at every stage of their career journey.

Policy Aims & Objectives

We will:

- Support those we work with to make positive changes.
- Empower individuals to be independent, resilient and in control of their future pathways.
- Ensure people recognise, value and are happy with the support and services we provide.
- Identify and work in partnership with other organisations to inform and enhance our services.
- Be responsive to changes and developments both internally and externally and work proactively and collaboratively to enhance the effective delivery of IAG.
- Provide all our clients with impartial information and advice that empowers them to make self-determined choices about their career choices
- Support our clients with career skills as they decide their future direction
- Actively promote the provision of IAG that meets the Matrix Standard throughout CSD, and for all stakeholders.

Our IAG Commitment

- The provision of high quality, current IAG is readily available to our clients in a range of formats and forums at different stages of the journey.
- Staff and Associates are appropriately supported and trained to deliver information and advice that meets the Matrix Standard.
- The provision of information and advice about CSD's services is available.
- We will signpost or refer clients within or beyond CSD when appropriate.
- CSD policies relating to Quality and Diversity, Complaints Process, Confidentiality, Safeguarding, and Data Protection are applied within the service.
- There is the opportunity for clients to feed back on the IAG service.
- We will actively carry out Continuous improvement; using information from feedback results in improvements to the service which are widely communicated

The IAG we provide may be in relation to:

- A range of career options most suitable for the client based on their preferences, skills, interests and educational attainment.
- Best-practice interview techniques and CV preparation.
- Careers, industries, jobs and the current careers available.
- The employability skills required for clients' career preferences.



Information may be provided in a number of ways, including orally, by email, websites and printed materials

Our clients receive IAG at the following stages of their journey

At Welcome	During Workshops/1-2-1's	End of Session	At any time
Provide information on workshop/coaching session structure Workshop/1-2-1 goals and outcomes	Advice on available client support Possible progression/employment routes Job search techniques and help with creating a CV and interview skills.	Further support available from CSD Lists of reputable websites for – Universities, Apprenticeships, employment opportunities and job search websites Lists of Agencies/providers, e.g. colleges or IAG services Signposts or referrals to other agencies as required	Referral to another organisation for advice on careers, work and learning that may be outside the scope of CSD Information on CSD's website and links from here to other relevant information

To ensure that IAG services are accessible to all and of good quality, CSD will:

- Ensure that the delivery of IAG within CSD is responsive to changes and developments both internally and externally.
- Work proactively and collaboratively internally to enhance the effective delivery of IAG.
- Be accredited for the Matrix IAG Standard and ensure that IAG services meet the standards within this framework.
- Ensure that marketing, promotional and information materials are comprehensive, accessible and available in a range of formats.
- Provide employees and contractors with effective training to enable them to continually develop their knowledge, understanding and expertise in specific areas, perform their own role effectively and to ensure their understanding of:
 - IAG policy, strategy, aims, objectives, procedures and performance indicators
 - Equality, Diversity and Inclusion
 - Confidentiality issues



- Referral systems (internal and external)
- Customer care
- Technological support
- Information sources
- Continued Professional Development

We monitor effectiveness and improve the quality of IAG via:

- Customer/client feedback
- Partner feedback
- Analysis of referral data
- Annual renewal and update of information and materials
- Developing and reviewing partnerships and networks to support provision of impartial IAG and referral to appropriate partners.
- Embedding IAG in quality assurance, CSD development and training.

Matrix Standard

The Matrix standard is the national quality standard for any organisation delivering IAG on careers and skills. The standard ensures that anyone making career choices or developing career management/employability skills receives high quality information, advice and guidance.

Organisational Support Procedures

All clients who participate in our services are entitled to receive unbiased information, advice and guidance from suitably qualified staff with the relevant knowledge and experience.

Our Service to Partners: Schools and Colleges

Pre Delivery	On Delivery	Post Delivery
<p>Initial discussion to capture needs</p> <p>Confirm outline of service to be delivered and outcomes</p> <p>Confirm service delivery information: locations, dates and students</p>	<p>Students in the school / college have regular opportunities to review and feedback on how services are progressing</p> <p>Students will receive information about progression, be signposted or referred as appropriate.</p>	<p>Obtain feedback from students on IAG services</p> <p>Receive feedback from school/college on the service provided</p>



Our Service to Clients: Students

Pre Delivery	On Delivery	Post Delivery
<p>Student information provided via data capture form /discussion</p> <p>Confirm outline of service to be delivered and outcomes</p>	<p>Students in the school / college have regular opportunities to review and feedback on how services are progressing</p> <p>Students receive information about progression, be signposted or referred as appropriate</p>	<p>Receive IAG information about progressions, job search support and careers advice Signposted or referred when appropriate</p>

CSD Representatives' Training

All CSD representatives will be appropriately supported and trained to deliver information and advice that meets the Matrix standard. All CSD representatives will be aware of:

- Their own role, limitations and when to refer within or beyond CSD when appropriate
- CSD courses and training on offer
- Training opportunities to address individual CPD needs of staff
- IAG services available from partner organisations (e.g. Autism/SEND with CDI)
- Information on the National Careers Services and other agencies within the quality network who can assist learners with IAG

Standards for Our Work

Individual Quality Support

We will:

- Provide accurate, impartial and up-to-date information, advice and guidance to help people make positive changes. If we are unable to give the information, advice and guidance needed, we will, wherever possible, refer our clients to an alternative source of information.



- Treat everyone fairly, with dignity and respect regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation or any other irrelevant distinction. Our services will be inclusive and relevant to the diverse needs of the communities we serve.
- Be confidential and not use the information given to us anyway other than we state and only allow access by authorised staff who need to see this information as part of their work. We will abide by the Data Protection Act and to the General Data Protection Regulations principles and uphold the requirements stated.
- Offer flexible and prompt support. We aim to be responsive with a customer focus, ensuring we are friendly, helpful, and have professional integrity embedded into our work.

Professional service and legislation

To achieve this, we will:

- Ensure all our representatives (Staff, Consultants, Associates, Contractors and Volunteers) have, or are working towards, nationally recognised qualifications relevant to their job.
- Maintain the standards required for our industry including the matrix Standard (information, advice and guidance).
- Comply fully with all relevant legislation.
- Evaluate our services and seek feedback to ensure we are meeting customer needs and continually improve our provision.
- Respond to any complaints promptly, professionally and in line with our Complaints Policy.
- Be committed to safeguarding and promoting the welfare of children and young people and adults including through our Safeguarding Policy and Prevent agenda
- Be committed to achieving equality of opportunity and removing indirect and direct discrimination.

This Policy was written by Eva Harrison in November 2022 and reviewed by Glenn Robinson

It is reviewed every 2 years and the next review date is November 2024