

# The Delivery of Information, Advice and Guidance (IAG)

IAG plays a key role in the services we offer to our existing learners, customers and to potential learners and customers. IAG promotes the benefits of learning, help individuals to address and overcome their barriers to learning or employment and supports them in making realistic and well informed choices.

There are some key principles to adhere to ensure the service we offer supports our customers and meets their needs;

## **IAG should;**

- ✓ Meet the aims and objectives of First College
- ✓ Have clear aims and objectives
- ✓ Be impartial
- ✓ Promote equality and diversity
- ✓ Focus on the needs of the customer
- ✓ Comply with legislation
- ✓ Be accessible
- ✓ Have clear measurable outcomes
- ✓ Have links to other agencies
- ✓ Be current and accurate
- ✓ Support individuals in making informed choices

## **Staff delivering IAG should be:**

- ✓ Welcoming and friendly
- ✓ Professional and knowledgeable
- ✓ Impartial
- ✓ Responsive and supportive