

# IAG Policy

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**Version**

V8

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**Equality Impact Assessed**

30/06/23

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**Information Governance Assessed**

N/A

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**Approved by**

Thomas Harley

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**Date of Approval**

30/06/25

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**Date of Review**

30/06/26

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**Classification**

Public



**for a  
better  
tomorrow**

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## Introduction

**Get Set UK aims to provide high quality Information, Advice and Guidance (IAG) to all its clients (customers, learners and where appropriate, employers, partners and stakeholders). This includes current clients and prospective clients.**

Our staff are passionate about helping people reach their full potential, be it in learning or employment, and our IAG policy and practice sit at the heart of that endeavour. Our clients are individuals with their own wishes and ambitions and we aim to offer them the kind of service that we ourselves would be happy to receive. Our staff seek especially to develop the self-esteem and confidence of clients. We believe that every individual should be treated with courtesy and fairness and we will respect their rights and beliefs regardless of gender, marital status, age, disability, race, religion or sexual orientation.

Get Set UK has summarised the organisation's service values, and our staff work hard to embed these values and goals into their Information, Advice and Guidance work. These values are:

- **Develop** and achieve aspirations
- **Inspire** those who interact with us to share our vision
- **Challenge** limitations to overcome and grow
- **Empower**: to take opportunity, learn, and progress
- **Sustain** individuals, groups and communities through best practice.

Our values are designed to align with, and help deliver, best practice in IAG as defined in the matrix standard and Gatsby benchmarks.

Get Set UK's overall mission is summarised simply as 'Providing Opportunities'. In terms of IAG this means building opportunities shaped by an individual's positive attitudes, behaviours and potential as well as their previous experience or qualifications. We value new ideas and seek new opportunities and solutions to meet these goals with and for our clients whilst supporting national and regional education and economic strategies. We seek to encourage and celebrate creativity, to learn from feedback and make continuous improvements in our service.

We believe that our staff and clients should work in a friendly, welcoming environment with a clear sense of purpose.

In helping our clients to progress in their lives we will adhere to our principles by:

- Providing clear, accurate, impartial, responsive, friendly Information, Advice and Guidance services.
- Being accessible and inclusive.
- Respecting the principles of equality and fairness.
- Ensuring all clients receive current, accurate and quality assured information.
- Building on clients' own goals and offering choices.
- Keeping client data confidential.
- Ensuring that staff are professional and have the knowledge to address clients' needs.
- Supporting clients to explore long term implications for both learning and work in their future career.
- Ensuring the safety of our clients and supporting their wellbeing.

It is Get Set UK's policy to deliver our services in accordance with the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)).

## Scope

For the purposes of this policy the term Information, Advice and Guidance (IAG) is used as an umbrella term to denote a range of guidance activities and processes. The following definitions have been used:

**Information:** Information is data on opportunities conveyed through different media, both mediated and unmediated, including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.

**Advice:** This involves:

- helping clients to understand and interpret information
- providing information and answers to questions and clarifying misunderstandings
- understanding a client's individual circumstances, abilities and targets
- advising on options or how to follow a given course of action
- identifying needs – signposting and referring clients who may need more in-depth guidance and support.

Advisory work is usually provided on a one-to-one basis but may also be in groups.

**Guidance:** Aims to support clients to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some clients and referral for specialist guidance

and support. This involves more in-depth one-to-one work by guidance trained staff.

## Roles and responsibilities

IAG frontline staff should have the skills and knowledge to identify the client's needs quickly and effectively. They should have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision. The learning and development needs of each of member of staff who delivers IAG are identified during the business planning and staff appraisal processes, alongside national priorities. The identified needs include professional and subject updating via long and short external courses and conferences, employability skills training, and other developmental activities.

## Location and access to the policy

Copies of all policies are held in centre, on our website, and through Get Set Connect (for staff).

## Policy Review

This policy shall be reviewed annually and amended accordingly at intervals not exceeding 12 months.

## Version Control

Version	Date	Purpose / Changes	Author
V2	01/09/19	Annual review	Lisa Russell
V3	01/10/20	Annual review	Lisa Russell
V4	01/08/21	Review and restructure	Cat Barton
V5	30/06/22	matrix review	Cat Barton
V6	30/06/23	matrix review	Jessica Pickard
V7	30/07/24	Annual review	Jessica Pickard
V8	30/06/25	Annual review	Suzanne Tilling

## Annex 1: Our Principles for IAG Services

Our service is delivered in accordance with the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)) and we adhere to the following principles:

- **Accessible and Visible IAG:** Services should be recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit clients' needs.
- **Professional and Knowledgeable IAG:** Frontline staff should have the skills and knowledge to identify quickly and effectively the client's needs. They should have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision.
- **Effective Connections:** Links between IAG services should be clear from the client's perspective. Where necessary, clients are supported in their transition between services.
- **Availability, Quality and Delivery of IAG Services:** IAG services should be targeted at the needs of clients, and be informed by social and economic priorities at local, regional and national levels.
- **Diversity:** The range of IAG services will reflect the diversity of clients' needs.
- **Impartial IAG:** Services should support clients to make informed decisions about learning and work based on the client's needs and circumstances .
- **Responsive IAG:** Services should reflect clients' present and future needs.
- **Friendly IAG:** Services should encourage clients to engage successfully with the service
- **Enabling IAG:** Services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications for both learning and work in their future career plans.
- **Awareness:** Clients should be aware of the IAG services that are relevant to them, and have well informed expectations of those services.