

Information, Advice and Guidance Services offered by Get Set UK.

The aim of IAG at Get Set UK is to empower people to make informed choices which can lead to improved prospects for employment as well as personal and career development. We want to change people's lives for the better.

Get Set UK attracts funding from a range of sources to provide support for people facing different challenges: unemployed people; disadvantaged social groups such as refugees or ex-offenders; older and younger people; those in the justice system; individuals facing health challenges (and, in some programmes, employers and their staff).

Information, Advice and Guidance (IAG) is a term used to describe the range of services offered by our staff to support customers to make informed choices about their next steps including progression into work, learning and career development. This is available for all prospective, current, and past clients.

IAG at Get Set UK can include:

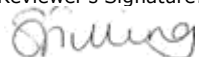
- information on different options and programmes
- a diagnosis of the person's skills and barriers to progress
- advice to address the individual's unique needs and circumstances
- help to remove identified barriers to progress
- referral to appropriate training and support with progression to further learning
- support with applications for new job roles, CV's, personal statements and disclosures
- ongoing support for a customer's specific needs throughout their journey with us and onwards, through future transitions.
- signposting to other more relevant services that can meet an individual's needs.

IAG is fundamental to all our work at Get Set UK - supporting customers to reach their full potential, helping them to make informed decisions about their future; building on their aspirations and developing new skills for finding and succeeding in employment.

Our IAG service is tailored to meet the recipients' needs through initial and ongoing assessments, discussions and use of diagnostic tools. As the service is ongoing throughout their journey with us, these methods enable staff to understand initial and emerging goals and support our customers to feel motivated and confident to try new approaches and make positive changes.

All staff within the organisation deliver IAG at some level to our client groups. We also work with partners such as DWP; JCP; our own training services; MoJ; other providers; employers and relevant stakeholders.

Get Set UK uses feedback from customers about our IAG services through feedback forms, surveys and focus groups to continually shape and improve our provision

Responsible person Suzanne Tilling Director of Service Improvement	Revision Date 01/06/2025 Next Annual Review Due: June 2026	Rev. No. 1	Reviewer's Signature: 
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