



Information, Advice and Guidance (IAG) Service Offer

Our Commitment

We are committed to providing a free, high-quality, accessible, confidential and impartial Information, Advice and Guidance (IAG) service that is responsive to prospective learners, current learners, employers and other stakeholders seeking information advice or guidance about learning, skills and career progression.

Our advice and guidance is impartial. We will help you explore all appropriate options and support you to make informed decisions without promoting one course, provider or opportunity over another.

We are committed to ensuring our service is accessible. If you require information in an alternative format or need reasonable adjustments, we will work with you to meet your needs.

Our service is designed to help individuals make informed decisions about education, training, employment and career progression, enabling them to achieve their personal and professional goals.

Our service is available in person, by telephone, online and by email. Information about how to access the service is available on our website and from our staff.

What We Offer

Our qualified and trained staff will:

- Provide accurate, current and impartial information about our programmes, as well as other relevant learning, training and employment opportunities, enabling you to make informed choices.
- Help you identify your learning, career and personal development goals.
- Explain the entry requirements, funding options and progression routes available.
- Support you to make informed choices based on your individual needs, abilities and aspirations.
- Develop an agreed action plan where appropriate.
- Signpost or refer you to specialist organisations where your needs fall outside the scope of our service.
- We aim to respond to enquiries promptly and deliver our service in a professional, respectful and timely manner.

Our Promise

Version	Owner	Author	Signature	Date	Changes made	Next Review
3	Q & C	Alison Law		Jan 2026		Jan 2027



When you use our service, you can expect us to:

- Treat you with dignity, fairness and respect.
- Provide impartial advice and guidance that is based on your individual needs, aspirations and circumstances, supporting you to make informed decisions without undue influence.
- Information shared with us will be treated confidentially and handled in accordance with data protection legislation. We will only share information where there is a legal obligation or safeguarding concern.
- Ensure our information is accurate, up to date and easy to understand.
- Promote equality, diversity and inclusion, ensuring our services are accessible to everyone.
- Welcome your feedback and use it to continually improve our services.

Your Commitment

To help us provide the best possible service, we ask that you:

- Provide accurate information about your circumstances and aspirations.
- Attend agreed appointments or let us know if you need to rearrange.
- Participate actively in developing and reviewing your learning or career plans.
- Tell us if your circumstances change or if you require additional support.

Feedback and Complaints

We value your feedback and encourage you to tell us about your experience. Comments, compliments and complaints help us improve our services and ensure we continue to meet the needs of our learners and stakeholders.

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