

# IAG statement of service

Open Door Adult Learning Centre has an ethos of “removing barriers to learning’ that is delivered through our discrete provision (SFA contracts), our information advice & guidance (IAG) activities are embedded within learning and employment related services.

Effective IAG is essential for enabling individuals to take responsibility for their life choices and progress in learning and work. Good careers advice is vital if people are to raise their aspirations and capitalise on the opportunities available to them. Open Door Adult Learning Centre is committed to ensuring that everyone who accesses our services are supported in making informed choices about their future.

## Our IAG Mission

- we will ensure service users understand enough about the world of work to know what skills they need to succeed in getting and keeping a job
- we will signpost clients onto the most appropriate service, impartially
- we will keep up to date information on all relevant and local service providers
- we will use career and local labour market information to inform our services, ensuring our provision is relevant and supports individual progression
- our curriculum based learning will be linked to careers advice and guidance, ensuring our offer meets learner needs and the demands of employers
- where there is sufficient demand, a dedicated careers professional will be invited into our Centre to deliver training and information for clients
- we will advise on work experience opportunities to help explore career opportunities and expand networks
- all service users will have access to good quality information and advice around future learning and labour market opportunities
- our staff will be suitably trained to deliver our services and support diverse needs, and will access all CPD activities to maintain high standards
- where appropriate, we will follow-up on referrals made by our IAG staff.

## Success measures

- staff observation reports
- quality reviews
- staff qualification and skills matrix
- monitoring of files
- retention rates, success rates (achievement, job sustainability, increased confidence to learn and develop)

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