

**Information for Tutors**

**Providing Information, Advice and Guidance (IAG) – 2024/25**

It is an essential requirement that Information, Advice and Guidance (including Careers Education and Guidance/CEG where appropriate) is thoroughly embedded into all course delivery in order to ensure that learners are fully informed about the options available to them, and the support they can access to help them progress towards their career/learning aims. Learners should be encouraged to take responsibility for their action points wherever possible.

Tutors must ensure that they are aware of the appropriate next steps available to their learners to enable them to progress in their chosen area. For example, if a learner is on a basic IT course and they would like to further develop their newly acquired skills, what would be an appropriate course for them to progress onto? How can they obtain further information about the course?

The following information is intended as a guide for non-IAG qualified staff to assist them in delivering IAG to their service users. This list is not exhaustive, and other organisations not mentioned here may provide a more appropriate service for some learners.

1. **What is IAG?** IAG stands for **I**nformation, **A**dvice and **G**uidance.

Career/Learning based IAG offers:

* help with identifying training programmes or learning opportunities
* support with job hunting
* assistance with overcoming barriers to learning/work, such as childcare, time or financial concerns
* CV advice and/or support
* interview/cover letter hints and tips
* relevant signposting (recognising when someone should be referred elsewhere)
* free, CONFIDENTIAL and impartial support
* assistance with creating SMART goals – **S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**imely

1. **Why do we offer IAG?**

IAG is provided to help people to make informed choices about their own future. It can:

* provide an opportunity for people to learn more about the services available to them
* enable people to progress within learning or work
* assist people in achieving their aims
* increase confidence and awareness
* help improve communities life, e.g. parent feels more confident with maths and can in turn pass this within the family

1. **Who is entitled to IAG?**

CWaC’s Skills and Employment Team is committed to providing IAG to all service users that request it.

Service users include:

* people on learning courses provided by CWaC S&E Team and partner organisations
* individuals receiving support from the Skills and Employment Team, but who may not be currently attending a course, e.g. receiving support from an employment mentor
* general members of the public requesting support through, for example, email, letter or telephone

1. **What are barriers to progression, and how can we help people overcome them?**

There are many reasons why people may find returning to employment or accessing learning difficult. The role of the IAG Advisor is to help the person to overcome such barriers.

Examples of barriers into employment and/or learning could include:

* ***lack of childcare*** – contact CWaC Information, Advice and Support Service (see 5.8)
* ***financial concerns*** – free courses, funded support (e.g. if on means tested benefits), provide funding links
* ***past experiences, e.g. negative school experiences*** – discuss how learning has changed, it’s not always necessary to go to college, community/home learning etc.
* ***low confidence levels/nervousness*** – confidence courses, start small, e.g. taster courses, offer personal support (if possible attend 1st session, or go with client to enrol at college for example)
* ***lack of transport*** – some colleges offer transport, identify courses closer to home, e.g. in community/learning centres
* ***language*** – ESOL courses and support groups (e.g. CHAWREC)
* ***age*** – learning is for all ages, specific courses for older members of the public etc.
* ***not knowing where to start*** – offer brokerage service to help identify where/when etc.
* ***poor literacy/numeracy skills*** – explain support available, literacy and numeracy courses in the community etc.
* ***disabilities*** – explain accessibility and support on offer, specific organisations offering support to people with disabilities

1. **Where could we signpost to?**

The following information provides a general overview of just some of the support that may be available to learners:

***5.1 National Careers Service***

Learners requiring free, impartial careers advice and support can be referred to the National Careers Service website - <https://nationalcareersservice.direct.gov.uk> where they will have access to a range of resources designed to assist them with their career development. They will also have the opportunity to speak to a National Careers Advisor online to receive personalised support.

To speak to an advisor over the telephone, learners can call 0800 100900.The service is also available as an app on ios and Android devises.

***5.2 Specialist Services – including Safeguarding***

Where specialist support is required, learners should be signposted accordingly. Advisors should never advise on areas that they are not knowledgeable about, or qualified in.

Some examples of agencies learners may need specialist support from include:

Cheshire West and Chester Integrated Access Team - Telephone 0300 1237034 or the Emergency Out of Hours Team on 01244 977277 if out of hours.

Citizen’s Advice Bureau (CAB) - [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

Housing (Cheshire West) - [www.cheshirewestandchester.gov.uk/residents/housing](http://www.cheshirewestandchester.gov.uk/residents/housing)

For Government Services and Information - [www.gov.uk](http://www.gov.uk)

***5.3 Colleges and Community Learning Centres***

For information about locally accessed Further Education can be found on the Cheshire West and Chester website

For Colleges, Universities and information on support services for students*, visit:* [*http://www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education.aspx*](http://www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education.aspx)

For links to local organisations offering adult learning opportunities, visit: <http://www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education/skills-and-employment/adult-learning.aspx>

***5.4 Community Learning in Cheshire Course Portal***

Tutors can access the CL in Cheshire Course Portal at <https://www2.cheshireadultlearning.org> to view a list of adult learning courses available local to them.

***5.5 Volunteering Opportunities***

Some learners may express an interest to become involved in voluntary work. Tutors can refer learners to the following webpages <https://www.gov.uk/government/get-involved/take-part/volunteer>.Learners will be able to access a nationwide database of volunteering opportunities in a range of occupational areas, and can filter the results to provide a list of vacancies available within a chosen radius to their home.

***5.6 Cheshire West and Chester Work Zones***

Work Zones are based in Chester, Ellesmere Port, Winsford and Northwich. They offer a range of free services to support people aged over 19 with their job hunting and employability skills. As well as having free access to computers for job searching and applications, those registereing with the Work Zones will also have the opportunity to work with an Employment Mentor who can support them on a one to one based in their search for work.

For further information visit the Work Zone pages of the Cheshire West and Chester website at [www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education/skills-and-employment/work-zones.aspx](https://www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education/skills-and-employment/work-zones.aspx) .

***5.7 Skills and Employment Hubs***

Located in a number of schools and community venues, our Skills Hubs help engage people into learning, often helping people to support their child’s learning, but also looking at enhancing the learner’s own skills to prepare them for a return to work once they feel ready. Learners can progress onto other courses and/or for support to gain employment.

For further information, contact [nina.hallmark@cheshirewest.gov.uk](mailto:nina.hallmark@cheshirewest.gov.uk), [emma.cawley@cheshirewest.gov.uk](mailto:emma.cawley@cheshirewest.gov.uk) or caroline.reynolds@cheshirewest.gov.uk

***5.8 Supported Employment Service***

The Supported Employment Service is aimed at helping adults aged over 18 years, with learning disabilities and/or autism find and sustain employment by building confidence, developing skills and widening friendships.

The service, which follows the British Association of Supported Employment’s best practice approach, provides all the support needed to secure and sustain employment, including providing support to employers regarding any adjustments required and ongoing support.

## Email [supportedemploymentservice@cheshirewest.gov.uk](mailto:supportedemploymentservice@cheshirewest.gov.uk) for further information.

***5.9 Employment Support***

## Cheshire West and Chester’s Employment Support Service is for adults with physical or mental health conditions.

* ***Employment Directions***

Employment Directions is a person-centred service offering all-round employment support to anyone who has visited a GP, pharmacist, or any other primary care service within the last 90 days for a physical or mental health condition. The service supports adults who are looking for a new job, struggling to stay in employment, or would like support to get back to work after a period of time off sick. It is funded by the Department for Work and Pensions and delivered by Cheshire West and Chester Council with local NHS partners.

Email [IPS@cheshirewest.gov.uk](mailto:IPS@cheshirewest.gov.uk) for further informtion.

## *Employment mentoring*

Employment mentors at our [Work Zones](https://www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education/skills-and-employment/work-zones) provide one to one support to help people find employment. Mentors will help identify best options and suitable courses and work with individual to help improve skills. Mentors can help create CVs, fill out an application and prepare for interview.

Our employment mentors can offer advice and direct you to other specialist services to help you deal with any barriers that may be preventing you getting a job.

Contact  [skillsandemployment@cheshirewest.gov.uk](mailto:skillsandemployment@cheshirewest.gov.uk) to be directed to the relevant Work Zone.

* ***Supported internships***

Available to 16-24 year olds with special educational needs or disabilities, a supported internship is an individualised programme to help people find work. The structured study programme includes preparation for work through a tailored employability qualification and on-the-job training. Support is provided to enhance personal development and social skills. Learners will also undertake additional training in maths, English and IT.

A Supported Internship will last for up to one year, with the young person’s time spent predominantly at an employer’s premises and one day a week at a Cheshire West and Chester Work Zone adult training centre, where they will be studying an employability qualification alongside maths, English and IT.

Email [supported.internships@cheshirewest.gov.uk](mailto:supported.internships@cheshirewest.gov.uk) for further information.

* ***Employment Advisors in Talking Therapies***

The Central and West Cheshire Talking Therapies service can refer those experiencing mental health issues – such as anxiety or depression – to a team of specialist Employment Advisors (EAs) to help with employment issues. The main focus of an EA is to provide practical advice and support to enable a client to gain and remain in employment.

Contact  [skillsandemployment@cheshirewest.gov.uk](mailto:skillsandemployment@cheshirewest.gov.uk) to be directed to the relevant team.

***5.9 Local Offer – CWaC Information, Advice and Support Service***

The Information, Advice and Support Service helps parents and carers, children and young people who have difficulties with learning, and or a disability from birth to 25 years. They offer help and support with such things as:

|  |  |
| --- | --- |
| * Childcare and options available * Benefits and grants * Parenting support | * IAG regarding family matters, including legal * Training information for childminders |

Further information can be found on the Cheshire West and Chester website at: <https://www.livewell.cheshirewestandchester.gov.uk/Services/1279>.

***5.10 Funding to Support Learning***

Some learners may be entitled to receive financial support to help fund their learning. Entitlement depends upon individual learner circumstances and therefore learners should speak to the learning provider, or be referred to the Government website for further information.

<https://www.gov.uk/grant-bursary-adult-learners>

***5.11 Recruitment agencies***

The National Careers Service website has an informative section on choosing recruitment agencies under ‘Careers Advice’. Learners could also speak to their local Job Centre or Work Zone to obtain the contact details of any agencies serving the local area.

It should be noted that some recruitment agencies will also offer training for the roles they are recruiting for.

1. **How is information recorded and stored?**

Information obtained during IAG sessions is private, and therefore should be treated as such under the Data Protection Act 2018, UKs implementation of the General Data Protection Regulation (GDPR) – see <https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation> for further information about the Data Protection Act and GDPR.

Advisors should:

* ensure confidentiality is maintained (NB: please be aware of exceptions to the need for confidentiality should a disclosure be made)
* use safe and secure storage facilities – locked cabinet and file
* beware of memory sticks, laptops and computers accessed by others
* understand that information people give is private and should not be shared without the service user’s specific written permission. On occasions, advisors may need to share information with training providers, for example, but be prepared to keep enquiries anonymous if you do not have permission to share
* explain to the service user who may see the information (e.g. team members responsible for filing, inputting information onto the system etc.)
* ensure that people receive a copy of any information that is kept about them, or that they know they have access to it

1. **How to keep track of learner’s progression**

Those providing IAG may be required to keep track of learners progression in order to feed back on destination.

Remember to:

* contact people on a regular basis to check on progression and to see if further support is required
* Request feedback – can the service be improved, was it useful?

**REMEMBER!**

[](http://matrixstandard.com/)If you are in any doubt about the advice to give, please refer your service user to a professional advisor for support

Cheshire West and Chester’s Skills and Employment Service is Matrix accredited which means that the Service has been successfully assessed and awarded a nationally recognised quality kite mark for delivering Information, Advice and Guidance. If you would like further information about the Matrix Standard, visit the website at: [www.matrixstandard.com](http://www.matrixstandard.com)