



equality north east

## The National IAG Board Principles for Coherent Delivery in IAG Services

**Accessible and Visible** – IAG services that are recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services which most closely meet their needs and are open at times and in places which suit clients' needs;

**Professional and Knowledgeable** – IAG frontline staff will have the skills and knowledge to identify quickly and effectively the client's needs. They will 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** – should be targeted at the needs of clients, and be informed by social and economic priorities at local, regional and national levels;

**Diversity** – in the range of IAG services will reflect the diversity of clients' needs;

**Impartial** – IAG services which support clients to make informed decisions about learning and work based on the client's needs and circumstances;

**Responsive** – to present and future needs of clients;

**Friendly** – and welcoming IAG services which encourage clients to engage successfully with the service;

**Enabling** – services which encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers;

**Learning and Work** – IAG services will support clients to explore the implications for both learning and work in their future career plans;

**Awareness** - young people and adults will be aware of the IAG services that are relevant to them, and have well informed expectations of those services.



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