



STOKE
ON
TRENT
COLLEGE

CAREERS INFORMATION ADVICE & GUIDANCE SERVICE

Service Delivery Standards

College Purpose

Transforming lives through learning by:
Educating young people in life and work skills
Retraining adults for new or improved careers
Delivering outstanding teaching, learning and assessment

Awareness

IAG promotion materials will be clear and up to date.

Accessible and Visible

IAG services will be located in convenient 'front of house' locations to enable clients to access the right support when they need it.

Availability, Quality and Delivery of IAG Services

IAG services will be targeted at the needs of the clients and be informed by social and economic priorities.

Diversity

IAG services will be inclusive and reflect the diversity of clients' needs.

Effective Links

Effective links between IAG services will be made clear from the client's perspective. Clients will be supported on their transition between services when appropriate.

Enabling

IAG services will support clients to become lifelong learners by helping them to access and use information to plan their next steps.

Impartial

IAG services will be impartial and will be centred on the needs of the client.

Friendly and Welcoming

We will provide a safe, friendly and welcoming environment, which is free from prejudice and encourages clients to engage positively with the service.

Professional and Knowledgeable

Staff delivering IAG services 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 refer them to suitable alternative provision.

Responsive

IAG services will reflect clients' present and future needs.