



PDT IAG Policy

Aims:

Clients:

To deliver an accessible, high quality, impartial IAG service that enables clients to develop self and opportunity awareness to make well-informed and realistic decisions, leading to effective transitions and positive progression towards economic activity.

Organisation:

To deliver an IAG service that welcomes and values clients and meets their needs as individuals through appropriate delivery by competent staff who can offer a transparent service that includes timely referral and effective partnership working.

Objectives

- To undertake appropriate engagement at a local level to inform potential clients about the IAG and other services of PDT, to enable people to access and make use of services appropriate to their initial needs
- To provide a positive, initial experience of PDT that is warm and welcoming and where clients feel listened to and valued
- To enable clients to understand the range of services provided by PDT and to make an informed choice about which services to access
- To undertake timely and appropriate signposting and referral to meet individual needs
- To deliver an impartial, individualised IAG service that supports clients to develop their self and opportunity awareness and make well-informed and realistic decisions about possible next steps
- To deliver the IAG service with appropriate professional and organisational boundaries, including the learner charter, to inform and manage client expectations
- To develop and sustain appropriate local partnerships that meet the needs of clients and support the effective delivery of the IAG and other services
- To provide support that enables clients to make positive progressions in relation to their personal development, training, volunteering or work
- To provide timely, current and accurate information about local learning and work opportunities using reputable resources
- To work with clients to identify barriers to positive progression and solutions to these, where possible
- Support clients to develop transferable career planning and management skills to increase independence and positive progression towards being, or when, economically active
- To effectively evaluate and report on the IAG service to identify strengths and development opportunities