

THE PRINCIPLES FOR COHERENT INFORMATION ADVICE AND GUIDANCE DELIVERY ARE:

ACCESSIBLE AND VISIBLE

IGA services should be recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit clients' needs;

PROFESSIONAL AND KNOWLEDGEABLE

IGA frontline staff should have the skills and knowledge to identify quickly and effectively the client's needs. They should 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 should be supported in their transition between services;

AVAILABILITY, QUALITY AND DELIVERY

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

The range of IAG services should reflect the diversity of clients' needs;

IMPARTIAL

IAG services should support clients to make informed decisions about learning and work based on the clients' needs and circumstances;

RESPONSIVE

IAG services should reflect clients' present and future needs;

FRIENDLY AND WELCOMING

IAG services should encourage clients to engage successfully with the service.

ENABLING

IAG services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications for both learning and work in their future career plans;

AWARENESS

Adults should be aware of the IAG services that are relevant to them, and have well informed expectations of those services.