

IAG

**Quest's information, advice and guidance service offers:**

- open access to information on education, training and career opportunities available at our training centres and on our website
- an initial assessment to identify client's skills and aptitudes
- a trained staff member to discuss client needs and aspirations and to plan an individual training programme
- signposting to other agencies who may be able to help clients
- a trained member of staff to review progress and next steps
- access to advice and guidance throughout the client's training programme and on achievement of the programme's aims

**Useful Websites**

**Learn Direct**

[www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

**NextSteps**

[www.nextsteplondoneast.org.uk](http://www.nextsteplondoneast.org.uk)

**Connexions**

[www.yourroutes.co.uk](http://www.yourroutes.co.uk)

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IAG

**Information, advice  
and guidance**

## IAG

Quest aims to provide high-quality and impartial information, advice and guidance to people considering joining the company's training programmes, those already in training with the company and those wishing to access further learning. The company supports the concept of lifelong learning and will endeavour to help learners make informed choices about the training and development opportunities available to them in their working lives.

Learners can expect:

- ✓ a service delivered to recognised national standards
- ✓ a clear explanation of the information, advice and guidance service offered by the company
- ✓ trained and experienced staff delivering the service who will treat clients with respect
- ✓ a timely response to requests for information
- ✓ up-to-date information on education, training and career opportunities
- ✓ information on the cost of training and any funding available to support the costs
- ✓ personal information to be treated as confidential and in accordance with Data Protection Act requirements

## IAG

## National IAG Board's principles for coherent information, advice and guidance delivery

### Accessible and visible

IAG services should be recognised and trusted by clients, have convenient entry points from which clients can be signposted or referred to the services they need, and be open at all times and in places which suit the client's needs

### Professional and knowledgeable

IAG 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 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 the 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 client's 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

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