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## Information, Advice and Guidance

1. Youthforce Ltd is aware of the importance of effective Information, Advice or Guidance to the delivery of a high quality and impartial service that places the interest of service users first. IAG is at the heart of the service provided by Youthforce, and runs throughout all areas of the business. .

2. By delivering high quality IAG to our learners we aim to:

- Deliver a service that is impartial, making the interests of learners and clients paramount.
- Maximise learner retention and learner success rates by ensuring our learners attend programmes that closely match their goals and learning needs, whilst offering continuous support throughout their journey with Youthforce.
- Enhance progression opportunities by signposting learners to appropriate information, organisations and further learning institutes.

3. IAG will be offered and provided by Youthforce at all stages of the learner and client journeys, but will be covered as a matter of course at the following stages:

- During initial learner recruitment and induction to our programmes
- At scheduled review dates throughout our programmes
- Upon completion of a programme

4. The IAG Youthforce provides will be impartial and objective, with the aim of ensuring clients and learners make decisions based on their interest. Where Youthforce's service is not appropriate or suitable clients and learners will be signposted to suitable alternatives. In these instances, we will endeavour to offer a range of options and choices and Youthforce will encourage clients and learners to make their own decisions.

5. Youthforce staff, when appropriate, will:

- Provide information on request about our courses/apprenticeships and how they can impact on clients or learners
- Provide information regarding funding and the funding criteria for our programmes
- Signpost learners and clients to appropriate training or support services based on their interests/needs
- Keep accurate, up to date information in both hard and digital formats In relation to our service and ensure its availability to clients and learners.

6. All Youthforce staff have either achieved, or are offered the opportunity to complete, the Level 3 Award in Providing Information, Advice or Guidance qualification.