**CAREERS INFORMATION ADVICE & GUIDANCE SERVICE**

**Service Delivery Standards**

# **College Vision and Mission**

Our vision is to be the technical and professional college of choice for Stoke-on-Trent and the surrounding area, enabling progression for all to a successful future, and being a trusted partner to employers, businesses, the community and our stakeholders. We will create successful futures through inspired teaching, learning and skills training.

Our Mission is: Creating Successful Futures - achieve ambitious outcomes for all learners enabling them to positively progress.

**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.