Information, Advice and Guidance (IAG)

Including Careers Education and Guidance (CEG)

August 2022

What is IAG?

Information, **A**dvice and **G**uidance

All Skills & Employment service users are entitled to free and impartial IAG to help support them with their plans for future learning and/or employment.

IAG around employment is known as Careers Education and Guidance (CEG).

Career/Learning based IAG offers:

- help with identifying training programmes or learning opportunities

- support with job hunting

- assistance with overcoming barriers to learning/work, such as childcare, time or financial concerns

- CV advice and/or support

- Interview hints and tips

- Help with writing cover letters

- relevant signposting (recognising when someone should be referred elsewhere)

- free, CONFIDENTIAL and impartial support

- assistance with creating SMART goals – **S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**imely

Why do we offer IAG?

IAG is provided to help people to make informed choices about their own future.

It can:

- provide an opportunity for people to learn more about the services available to them

- enable people to progress within learning or work

- assist people in achieving their aims

- increase confidence and awareness

- help improve a communities life, e.g. parent feels more confident and can in turn pass this confidence on within the family

Who is entitled to IAG?

CW&C's Skills and Employment Team is committed to providing IAG to all service users that request it.

Service users include:

- people on learning courses provided by CW&C's S&E Team and their partner organisations

- individuals receiving support from the Skills and Employment Team, but who may not be currently attending a course, e.g. receiving support from an employment mentor

- general members of the public requesting support through, for example, email, letter or telephone

Barriers to Progression

There are many reasons why people may find returning to employment or accessing learning difficult. The role of the IAG Advisor is to help the person to overcome such barriers.

Some examples of barriers to progression may include:

- *lack of childcare*

- *financial concerns*

- *past experiences, e.g. negative school experiences, trauma*

- *low confidence levels/nervousness*

- *lack of transport*

- *language*

- *age*

- *not knowing where to start*

- *poor literacy/numeracy skills*

- *disabilities*

How can we help?

We have many in-house services that may be able to support you, but if we feel you would benefit from more specialist support, then you may be referred elsewhere.

Some examples of the support available include:

- Employment mentors

- Work Zones – based in Ellesmere Port, Chester, Winsford and Northwich

- Qualified Advisors (including from the National Careers Service)

- Support with job applications, CV/cover letters & attending interviews

- Skills for Families, Life and Work in our school and community-based hubs

- Help to access volunteering opportunities

- Referrals to specialist services such as:
  - CW&C Integrated Access Team
  - CW&C Information, Advice and Support Service
  - Citizen's Advice Bureau
  - Housing

Useful information

The National Careers Service (NCS)

- Offers support with career, learning and training choices to people who live in England

- Visit the website to access Skills Assessments, job profiles and course information.

- Talk to an advisor online (web chat), over the phone or face to face

Telephone on 0800 100900

https://www.nationalcareers.service.gov.uk

Useful information

Cheshire and Warrington Opportunities

A wealth of information about local job opportunities, recruitment fairs, apprenticeships, business start-up support, information about industry specific sectors and much more.

Visit www.candwopportunities.co.uk to find out more.

Useful information

Skills and Employment's Work Zones, Mentoring & Employment Support Projects and Skills for Families, Life and Work

The Skills and Employment Team offers a range of services to support local people in learning and employment. Speak to your tutor/mentor or visit the following website for further information about the work we do, and how we might be able to support you further:

www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education/skills-and-employment

Useful information

Colleges and Adult Learning Providers

There are many providers of adult learning courses in the Cheshire West and Chester area. To view potential opportunities, visit: www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education

or, for help identifying courses suitable for you, email the Skills and Employment Team at: skillsandemployment@cheshirewestandchester.gov.uk

Useful information

CW&C Information, Advice and Support Service

For parents and carers, children and young people who have difficulties with learning, and/or a disability from birth to 25 years.

They offer help and support with such things as:

- Childcare and options available
- IAG regarding family matters, including legal
- Benefits and grants
- Parenting support
- Training information for childminders

Further information can be found on the Cheshire West and Chester website at

https://www.livewell.cheshirewestandchester.gov.uk/Services/1279.

Useful websites

- Volunteering opportunities - www.gov.uk/government/get-involved/take-part/volunteer

- Citizen's Advice Bureau (CAB) - www.citizensadvice.org.uk/

- CW&C Housing - www.cheshirewestandchester.gov.uk/residents/housing

- Government Services and Information - www.gov.uk

If you feel you need to IAG to support your next steps, please speak to your tutor/mentor who will be happy to help you. Alternatively, you can email Skills and Employment at: skillsandemployment@cheshirewestandchester.gov.uk

Cheshire West and Chester's Skills and Employment Service is Matrix accredited which means that the Service has been successfully assessed and awarded a nationally recognised quality kite mark for delivering Information, Advice and Guidance. If you would like further information about the Matrix Standard, visit the website at: www.matrixstandard.com