National IAG Board Principles for Coherent Delivery in IAG Services

Accessible and Visible
IAG 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
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 to refer them to suitable alternative provision

Effective Connections
Links between IAG services should be clear from the client's perspective. Where necessary, clients are supported in their transition between services

Availability, Quality and Delivery of IAG services
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 will 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
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.