

Information, Advice and Guidance Services offered by TheLightBulb

The aim of IAG at TheLightBulb is to empower people to make informed choices which can lead to improved prospects for both life and career development. We want to change people's lives for the better.

Information, Advice and Guidance (IAG) is a term used to describe the range of services offered by our staff to support learners in making informed choices about learning, career progressions and work. This is available for all prospective, current, and past clients.

IAG at TheLightBulb can include:

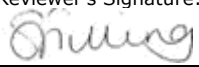
- staff offering information on different options and programmes
- providing advice on what could benefit an individual's needs and circumstances
- support with applications for new job roles and advice on CV's and personal statements
- support with progression to new courses
- providing ongoing support for a learner's specific needs throughout their journey with us
- signposting to other more relevant services that can meet an individual's needs.

IAG is fundamental to all our work at TheLightBulb - supporting learners to reach their full potential, helping them to make informed decisions about their future; from the correct course and study method for their needs, to which career path to take.

Our IAG service is tailored to meet the recipients needs through initial and ongoing assessments, discussions, and use of diagnostic tools. As the service is ongoing throughout their journey with us, these methods enable staff to understand the initial and then changing goals and objectives of our learners and ultimately enable them to provide the service learners need to make a positive change and to achieve their goals.

All staff within the organisation deliver IAG at some level to our client groups and work with partners such as JCP, other training providers and relevant stakeholders, as well as our Parent Company, Get Set UK, to provide additional support where applicable.

TheLightBulb uses feedback from learners on our IAG and other services to continually improve and shape our provision. As such we will regularly solicit feedback from yourselves through a structured approach using feedback forms, service review sessions and surveys. If you have a complaint then please follow our complaint process as detailed in the complaints policy.

Responsible person Suzanne Tilling Managing Director	Revision Date 30/06/2023 Next Annual Review Due: June 2023	Rev. No. 1	Reviewer's Signature: 
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