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## Information, Advice & Guidance (IAG) Objectives

Foresight's information, advice and guidance objectives will promote the benefits of learning, to help individuals to address and overcome the barriers to learning, and support them in making realistic and well informed choices.

It is vital that everyone should have access to information which is up-to-date, easy to understand and which addresses the wide range of questions and concerns people have about attending Foresight.

- To provide impartial, unbiased IAG in a form that is easily understood by the recipient.
- To ensure IAG is treated confidentially as per Foresight's Confidentiality Policy and the Data Protection Act
- To ensure IAG promotes and embeds equality and diversity throughout all of the provision
- To systematically monitor, review, evaluate and continually improve our IAG via procedures in place
- To signpost clients to other competent organisations/services where the nature of the query, interest or concern is out of scope of our capability/competence.
- To promote individuals to be independent with their choices
- To measure distance travelled of our service users who have completed a project, course or activity

Updated 23<sup>rd</sup> February 2018

Registered Charity Number 1095120 VAT Number 873 61 92 95  
A Company Limited By Guarantee Number 04278151