



## Information Advice and Guidance (IAG) and Careers Education Guidance (CEG)

### What is IAG/CEG?

IAG/CEG is a service that can help you to make informed and realistic decisions about your employment, education and/or training. It can help you overcome barriers that may limit your opportunities such as lack of skills and experience, financial or housing concerns.

Your right to receive IAG/CEG is very important, and we offer a free, confidential, and impartial service throughout your journey with us. We will provide support that is relevant to you personally, even if this means referring you to another service that can better meet your needs.

### The support you may wish to receive could include:

- help to identify training programme or learning opportunities
- support with job hunting or looking for volunteering opportunities
- overcoming barriers into learning/work, e.g. transport, childcare
- creating SMART goals to help you plan for your future (Specific, Measurable, Achievable, Realistic, Timely)
- referral to a more suitable service, e.g. for other courses, housing, benefits advice etc.
- providing interview hints and tips
- CV/cover letter advice and support

**If you feel you that you may need some help with employment, learning or any other area of your life, please speak to your tutor or mentor**

### The following services may be of interest to you

#### National Careers Service

Offers free and impartial IAG to help you make decisions about careers, course and work.  
Website [nationalcareers.service.gov.uk](https://nationalcareers.service.gov.uk) or call 0800 100 900 to speak to an advisor

#### [www.gov.uk](https://www.gov.uk)

Is the Government based website where you can find lots of information on guidance on things like benefits, childcare and parenting, citizenship, disabilities, education, housing, money and tax, employment, jobs and pensions, and more.

#### Cheshire West and Chester Skills and Employment Hubs

A free service for unemployed local residents with a wide range of support such as personal skills analysis, goal setting, CV writing, job interview preparation, job hunting, confidence and pre-employment courses, English/maths/ICT qualifications, access to a personal mentor.  
Search “Cheshire Skills and Employment Hubs”

#### Colleges and Training Providers

There are many providers of adult learning in the Cheshire West and Chester area.

#### Cheshire West and Chester Skills and Employment Outreach

Delivering in local schools and community hubs, our Family Learning team offers free courses including qualifications in English and maths. They also offer a Level 2 qualification in Supporting Teaching and Learning in Schools (Teaching Assistant).

#### Volunteering Opportunities

To see a range of volunteering placements in your local area, visit [www.do-it.org](https://www.do-it.org)

