

IAG (Information, Advice and Guidance) Statement of Service

Employment and Skills

The SNG vision of 'Thriving communities, over generations' is delivered through IAG (Information, Advice and Guidance) embedded within our Employment and Skills service.

This service is available to all SNG customers, regardless of race, age, gender, disability, or social background, who are seeking support to access work or better work.

The purpose of this statement is to support you, as a current SNG customer, to understand the nature of the Employment and Skills service and what it can provide.

High quality IAG is essential in enabling you to progress and achieve your career goals. We aim to support you to make informed choices about your future as we guide you into work or better work.

Here at SNG, we offer high quality IAG on:

- Training and learning opportunities
- CV and interview support
- Digital skills support
- Completing successful applications
- Help with business start-up, sustainment, and growth
- Finding better work through increased pay, more hours, or a change in sector



Written IAG

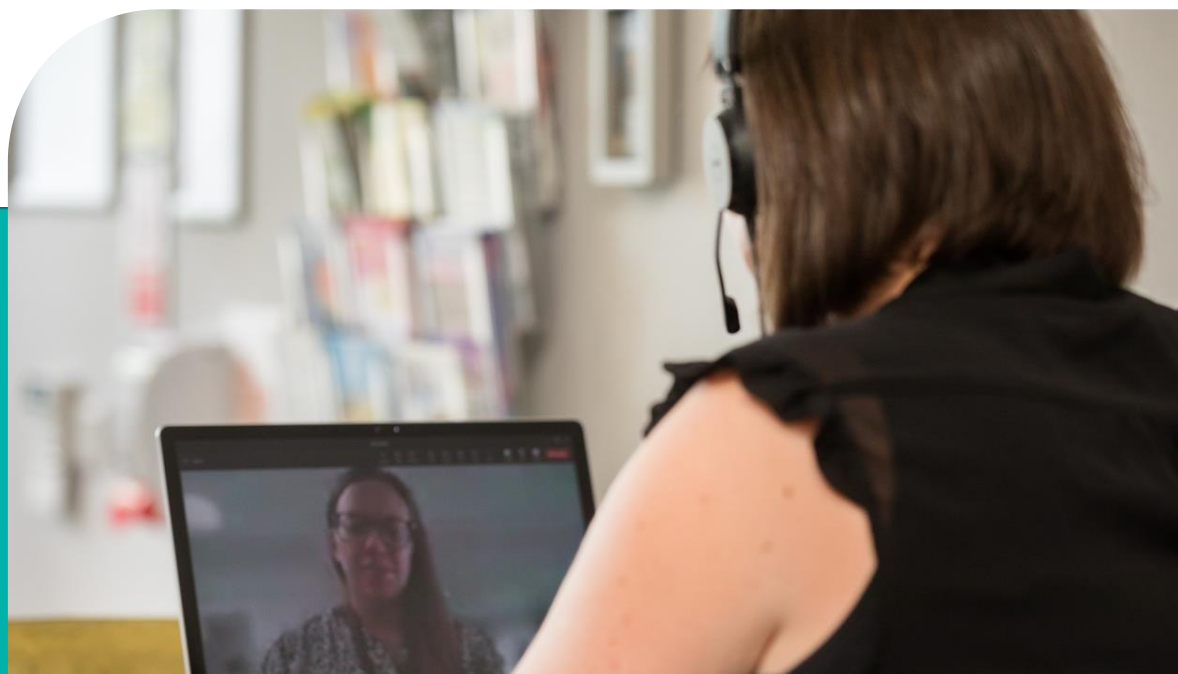
This service provides specific written IAG around:

- How to create an effective CV
- How to prepare for job interviews
- Assessment centres and group interviews
- Starting a new job
- Overcoming anxiety
- Confidence, motivation, and goal setting
- Understanding apprenticeships
- Labour market insights
- Business and Enterprise, including how to start, grow and sustain your business

Our wider offer

As part of our wider offer, our Customer Income Advisors at SNG can support you to maximise your income, work through any benefit claims and support you with obtaining grants and funding.

Our SNG Internal Debt Advice Team can support you with any rent or utility debt, alongside our third-party provider. The team can also refer out for regulated debt advice if you require this service.



What can I expect from SNG's Information, Advice and Guidance service?

Our service:

- Has a clear purpose and is tailored to the needs of our customers
- Includes free and impartial IAG (information, advice, and guidance) from our Employment and Skills coaches
- Includes signposting and referral to external agencies if required
- Values equity, diversity and inclusion and ensures nobody is excluded
- Allows customers to access information in digital format or on paper, depending on individual needs
- Allows customers to access Easy Read information if they require it
- Is delivered by our Employment and Skills team, who strive to meet the individual needs of customers
- Ensures that we use your personal information in line with the [SNG Privacy Policy](#).
- Is confidential (unless serious concerns arise for your welfare or the welfare of others)



How does SNG measure the success of this service?

We measure the success of our service based on:

- Job outcomes – how many people access work or better work as a result of our service
- Training outcomes – how many people have upskilled through the use of the SNG training grant
- Job sustainment records
- Customer feedback

Is there anything I cannot access through this service?

Our service *cannot* provide you with:

- Financial advice. Our Employment and Skills coaches can, however, signpost you to services that can help.



What do you need from me?

When working with our Employment and Skills coaches, we expect our customers to:

- Build positive working relationships with the Employment and Skills coach, based on mutual respect
- Attend scheduled appointments or contact the coach as soon as is possible if the appointment needs to be rescheduled
- Complete any tasks or actions agreed with the Employment and Skills coach in time for the next scheduled appointment

Feedback, compliments, and complaints

At SNG, we are committed to the continuous improvement of our service. We welcome all feedback. You can provide feedback by filling in our CSAT survey, which our Employment and Skills Project Officer will email to you.

You can also provide feedback by emailing your Employment and Skills coach directly, by emailing employmentandskills@sng.org.uk or by calling us on 0300 5000 926.

Compliments

If you would like to say thank you to somebody at SNG, you can use our [Give a compliment](#) page to submit a short form. We'll make sure the staff member and their manager receive your comments.

Complaints

We want to make it as easy as possible for you to tell us when you feel something's gone wrong. If you're not happy with a service we've provided, you can [make a complaint online](#). Alternatively, you can [get in touch](#) and speak to us over social media, by phone, by post or in person.

You can also contact us if you'd like any of our complaints information in another format or language.