



Council of the
ISLES OF SCILLY



Education & Skills
Funding Agency

Learn Scilly

Information, Advice and Guidance (IAG) Service Statement of Purpose

At Learn Scilly, our mission is to support our community by providing accessible, high-quality educational opportunities and information and advice to help people to grow and succeed. We are dedicated to fostering lifelong learning, enhancing employability, and promoting personal growth in our unique, remote island setting. By offering diverse and flexible programs, we aim to bridge the gap in employment opportunities, support local businesses, and enrich the lives of our residents. Together, we strive to build a resilient, knowledgeable, and thriving community.

What is IAG?

Information means the provision of information on learning, training and work, without any discussion about the relative merits of the options through:

- printed materials such as leaflets and posters
- audio-visual materials via the internet, Learn Scilly website and social media channels
- verbal information on a face-to-face basis through local centres or via telephone

Advice requires more interaction with the service user, usually on a one-to-one basis. It may require explanation of some of the information provided, how to access and use information, and a recognition of when more in-depth services may be required by the user.

Guidance requires a trained advisor. Learn Scilly does not provide a guidance service but will signpost to mainland partners.

Purpose of the IAG Service

Our Information, Advice, and Guidance (IAG) services are dedicated to empowering individuals and businesses to make informed choices about learning and training in order to access the resources needed to achieve their goals and improve their personal and professional outcomes. Through personalized support, reliable information, and clear pathways, we aim to facilitate opportunities, reduce barriers, and foster lifelong growth.

The key aims of our IAG services are

- To provide all learners and potential learners, with clear information and advice to make informed choices about their learning within and beyond the service
- To ensure that the provision of information and advice is accessible to all eligible participants
- To enable staff to support learners in achieving agreed learning outcomes and personal learning goals
- To help learners plan their future learning to support their personal and work aspirations



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Who can use our IAG services

The service is available to anyone who is 16+ and resident on the Isles of Scilly.

What we offer

- Free information and advice about learning opportunities and support services
- Specific information including written material on all courses and learning opportunities provided by Learn Scilly
- Advice and support to enable all learners to achieve their learning goals
- Advice and support to enable those who have additional learning needs to study effectively
- Information and advice on a range of additional support, for example, childcare; funding; boating and basic skills
- A signposting service to other providers and/or sources of information if we are unable to offer the information, advice and guidance ourselves

What can you expect from Learn Scilly?

- We will provide up to date and impartial information and advice
- We will be welcoming, friendly and encouraging to all customers
- We will answer any queries by telephone or e-mail and can also offer customers an individual face to face or online appointment
- We will treat each customer as an individual and in a fair and equal manner

How can I access this service?

Telephone 01720 424444

Email learnsilly@scilly.gov.uk

Confidentiality

We will treat all personal information in confidence. All records, electronic and paper based are only accessed by staff who may need to see the information as part of their work.

Data Protection

We will deal with your data in line with our Learn Scilly Privacy Notice which can be found by clicking on the link below

[Learn Scilly | Privacy Notice](#)