

# ☒ NAEGA Statement of Values

NAEGA is the major UK association representing those who provide information, advice and guidance about learning, work and community activity to adults of all ages.

Its members work in a wide range of settings: information, advice and guidance services; careers services; telephone advice lines; public, private and third sector advice agencies; adult learning providers; colleges, universities and training organisations; trades unions; businesses and workplaces; sector skills councils and public bodies.

Its aims are to:

- Promote the provision of information, advice and guidance services to adults
- Encourage high standards of practice
- Promote equal access to learning and work opportunities for adults in the UK
- Work in partnership to achieve these aims

**NAEGA believes** that across the UK there should be universally available, high quality information, advice and guidance services for adults, delivered by competent and reflective practitioners. It believes that provision of such services to all adults will make a major contribution to:

- Improving the life-chances of adults and their families by helping them to make well-informed decisions about learning and work
- Supporting the economy by encouraging people to find and pursue opportunities for training and work
- Creating a fairer, more inclusive and resourceful society

**NAEGA members are committed to principles of ethical practice**, ensuring that their practice is:

- Client-centred: places the user's wants and interests at the heart of the process
- Impartial: the delivery of information, advice and guidance is free from bias
- Confidential: respects the user's confidentiality
- Based on the promotion of equality and respect for diversity
- Ethical: members will ensure that all their practice is informed by these principles

**NAEGA members believe** that as competent practitioners they need to engage in a continuous process of reflecting on their practice; revising their learning and development plans; and undertaking development activities to develop and maintain their competence.

**NAEGA will campaign** for excellent and effective information, advice and guidance services to be made universally available to all adults throughout the UK. These services may be organised differently, but they should all have the following features:

- Provide opportunities for face-to-face guidance and on-going support, as well as accessible services based on communications media of all types, appropriate to the requirements of their users

- Ensure continuity of service and access for users irrespective of age, geographical location or ability to pay, by offering a full choice of service options, free and paid for, and effective referral where appropriate
- Build on feedback from users to improve information, advice and guidance services and to influence the range of opportunities available for learning, training and personal development
- Deploy practitioners who constantly enhance their skills by reflecting on and learning from their practice and their users

#### **NAEGA has:**

- 25 years' experience of working with UK central governments to develop policy on information, advice and guidance for adults
- Regular input to reviews of provision in all four nations of the UK
- Been involved in the expansion of services in all four nations, working in a very wide range of settings
- Made rapid responses to changes in government policy and new funding regimes
- Direct involvement in the development of the new AACS in England and of evolving service models in Scotland, Wales and Northern Ireland
- Contributed to and supported the development of service standards and the **matrix** Standard

- Encouraged and facilitated sharing of good practice among members regionally and nationally through its regional branches and annual conference
- Provided regular CPD opportunities for its members and other guidance practitioners. Its members helped to formulate the standards underpinning current competence-based qualifications and contribute to other guidance qualification programmes

**NAEGA provides** expert advice to members and government on key issues for information, advice and guidance for adults:

- Policy and funding (see forthcoming *position statement on policy and funding for information, advice and guidance services for adults*)
- Service development (see forthcoming *position statement on service development for information, advice and guidance services for adults*)
- Quality improvement (see forthcoming *position statement on quality improvement for information, advice and guidance services for adults*)
- Training and continuous professional development for guidance staff (see forthcoming *position statement on training and continuous professional development for information, advice and guidance services for adults*)



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