



Volunteers also need to be made aware of this Procedure.

agendas" which may impact on their impartiality. Details may be written down for the person if appropriate.

A person should be offered both signposting and referral and enabled to make an appropriate choice.

If staff know that there are likely to be complications of access to the referral point, they should offer further help.

For external signposting and referrals, front-line staff should maintain approved referrals list(s) in each centre. These should be approved and controlled by the Regional IAG Leaders (or delegated by them to an appropriate person)

Front-line staff should not signpost or refer people to external agencies that are not on the approved list without consulting the IAG Leaders (or delegated person).

Front-line staff should ensure that they are familiar with the referrals list(s) and how they might use these, seeking advice from the Regional IAG Leaders (or designated person) where unclear.

All staff should be alert for new referral points and pass this information on to the Regional IAG Leader, who will (if appropriate) add this to the approved list.

5. Tutors and Organisers

Tutors and Organisers will be provided with a list of appropriate internal and external referral points for specialist and progression purposes through:

nt6(y)63()-831 rg0 0.25 re14.W*nQqs6(d)-6()-34(O)28(r)79.85 613(d)-6()-34(O)2 nB/F1 i



7. The importance of networks

A network is a group of opportunity providers (these may be colleges, training providers, advice agencies, employment organisations, guidance practitioners, etc.) who connect with one another in order to provide a service that benefits individuals seeking support. Networks are therefore very important for signposting and referral.