

Information Advice and Guidance (IAG) Policy for autistic young people accessing Employ Autism (Autism Exchange)

1. Purpose and scope

This policy defines the scope of our IAG service to autistic young people and the process we follow to deliver this.

Definition of programme

Employ Autism provides training, resources and support for employers, to enable paid work experience opportunities for autistic young people. It is a service delivered by Ambitious about Autism. The aim of Employ Autism is to increase the employment rate for autistic young people aged 18-25.

The Employ Autism team works with candidates who have applied for Employ Autism internship roles. Some opportunities offer free access to Information, Advice and Guidance for autistic young people aged 18-25 years old applying for a work experience opportunity. The individual job adverts will clearly indicate if the application process includes access to IAG. All adverts will include a link to a pdf to show a visual journey of what to expect for applicants. Employers pay a fee to help fund the programme.

Information, Advice and Guidance is also offered through the digital resources and webinars created by the Employ Autism team. These resources and webinars are free to access. The primary audience of these resources and webinars are autistic young people, but they are also available for parents and carers of autistic young people, professionals, and Careers Advisers.

The Employ Autism team has two shared inboxes which autistic young people use for IAG guidance.

2. Relevant legal/statutory/regulatory requirements

In delivering this service we comply with GDPR legislation, we follow our [Safeguarding policy](#), and we comply with the Equality Act 2010.

We are committed to providing staff with the opportunity to work towards recognised qualifications relevant to their job.

3. Key principles

The key principles underpinning this service are that we will:

- Have autistic young people at the heart of all we do. We listen to them to ensure our service reflects their views and needs.
- Provide accurate, impartial, up-to-date information, advice and guidance.
- Offer a flexible and prompt service. We will be responsive with a person-centred approach. We aim to be approachable, helpful, and ensure that professional integrity is embedded in our work.

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- Where possible, all Employ Autism staff are provided with the opportunity to work towards recognised qualifications. We also hold regular supervision or shadowing opportunities for peer-to-peer observations.
- Guarantee all staff have the skills, knowledge and behaviours needed to safeguard and promote the wellbeing of those we work with. They receive safeguarding training during induction, annual refresher training and access to external expert training courses.
- Strive as a service provider and an employer to be equitable, diverse and inclusive in our practice.
- Treat everyone fairly, with dignity and respect, regardless of gender, race, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation, gender identity or any other relevant distinction.
- Evaluate our services and seek feedback to ensure we are meeting client needs.
- Deliver information in an accessible format and continue to work towards co-creating resources with autistic young people.
- Only use the information given to us in the way we state which is clearly written on job adverts and in line with our privacy policy.
- We will break confidentiality in line with our Ambitious about Autism Safeguarding policy if we have immediate concerns about a young person's safety or wellbeing.
- Abide by the Data Protection Act 2018 principles and uphold the requirements as stated in the GDPR (General Data Protection Regulations) regulations.
- Respond to any complaints promptly, professionally and in line with our complaints policy.
- Signpost young people to an appropriate alternative service in the event that we cannot provide the required service ourselves.

4. Policy statements

Ambitious about Autism is committed to providing high quality information, advice and guidance services to autistic young people. We will do this through delivery of dedicated programmes, as defined below. In developing these programmes we will consider the offer to autistic young people, as well as their parents and carers. We will resource these programmes based on the needs of the beneficiaries as well as the availability of funding.

Access to the programmes will be granted based on criteria as set out below. We will provide clear information regarding access and 'ways of working' to help ensure the successful delivery of related activity.

What is IAG, what do we offer and who delivers it?

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Below is a full list of the services we provide and the team members delivering them. Individuals can access services relevant to their requirements. [The team](#)

- Programme Officer - They are the first point of contact for autistic young people enquiring about the programme or applying for paid work opportunities. They support the Programme Manager in the delivery of the service.
- Employment Coaches - They support and enable autistic young people to apply for work experience placements with Employ Autism, identify adjustments and prepare them for the workplace. They also create digital resources and deliver webinars to provide further IAG support.
- Careers Advisors - They offer impartial, client centred, careers development and guidance to autistic young people.
- Programme Manager - They provide expertise to employers to enable autistic young people to have a positive experience in the workplace and to promote inclusive workplaces. They manage the service.

What is Information – this means the provision of information that is factual without any discussion about the relative merits of the options. This is provided to autistic young people and their parents and carers with impartiality.

What we offer autistic young people

- [Ambitious about Autism website](#)
- Employability resources
- Employability webinars
- Support ahead of and during their internships or placements with Employ Autism, including opportunities to meet 1:1 with a Careers Adviser or Employment Coach
- In person guidance provided at national conferences and events
- Videos include subtitles
- Work experience opportunity adverts and job descriptions
- Employ Autism Network
- Employability toolkits
- Application journey booklet
- Recruitment journey visual
- One-page profiles
- Case studies and blogs
- Ambitious youth network and alumni network
- Leaflets
- Live events, such as Insight Days with employers
- Email correspondence

What we offer parents and carers

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- [Ambitious about Autism website](#)
- Videos include subtitles
- Work experience opportunity adverts and job descriptions
- Employability toolkits and resources
- Application journey booklet
- Recruitment journey visual
- Case studies and blogs
- Leaflets
- Live events
- Email correspondence

Who delivers this?

Programme Officer, Employment Coaches, Careers Advisors, Programme Manager.

What is Advice - Advice may be given to autistic young people to provide more information about their situation. It may require a recommendation or explanation based on the person's experience and knowledge and it is important that it is as accurate as possible. This is provided to autistic young people.

What we offer

- Application feedback
- Pre-booked 1:1 meeting
- Email correspondence to a shared inbox – we respond within 1-3 working days; we prioritise any urgent queries and/or queries from interns and autistic young people
- Phone enquiries
- Placement meetings (pre/during/post)
- Feedback to applicants from Employers
- Application feedback
- Candidate profile
- Practice interviews
- Placement meetings (pre/during/post)
- Workshops
- Live events, including Insight Days and virtual events in partnership with Employ Autism employers
- Referral to other AaA service and external organisations
- Advocating on behalf of the autistic young person to the employer

Who delivers this?

Programme Officer, Employment Coaches, Careers Advisors and Programme Manager.

What is Guidance - It is commonly known as the act of providing direction. It is delivered by an experienced, qualified careers advisor or staff working towards a level 6 careers development qualification.

Careers advisors understand careers theories, methods and reflective practice, and this is embedded in their work. They are member of the professional body Careers Development Institute (CDI). The CDI [Code of Ethics](#) principles are embedded into their practice.

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This is offered to autistic young people.

What we offer

- Careers Meeting

Who delivers this

Careers Advisors

How we deliver 1:1 meetings

- Online meetings via MS teams or Zoom
- Telephone call meetings
- In person at Pears National Centre (we cannot offer home visits or meet in person outside of Pears National Centre)

Who is eligible to access IAG service?

Any of the following people are eligible to access these services:

- Autistic young person applying for placements who has completed an online registration form
- Autistic young person who has applied for an opportunity but not been offered a role
- Autistic young person on a placement and after their placement
- Parents and carers supporting their autistic young person apply for roles

Guidelines for people who engage with our service

- All young people who engage with our service must treat us with respect.
- If a young person has a meeting with us then they should aim to arrive on time. Our team will wait for 10 minutes and will then leave the meeting. The team will send a follow up email so the young person can rebook.
- We ask young people to please not swear or use offensive language in all communications with Employ Autism.

If a young person breaks these rules intentionally, the Employ Autism team will give them a written warning over email. If a young person continues to break these guidelines, we reserve the right to suspend our service to the young person for 12 months.

Evaluation is important to us as we use it to improve our service. All young people will be invited to participate in our evaluation while using our service at different points.

Other policies to be referred to

Adult at risk safeguarding policy and procedure

Compliments and Complaints policy

Data Protection policy

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Risk Assessment
Code of Conduct
Social media and community guidelines
Confidentiality policy
AI Policy

5. Review of this policy

This policy will be reviewed every three years by the Director of External Affairs and Development, in line with the organisational strategy.

Revised: (18 August 2025)

Approved: (18 August 2025)

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