

# COMMUNITY SYSTEMS INFORMATION, ADVICE & GUIDANCE (IAG) POLICY



<b>Last policy review date:</b>	January 2023
<b>Reviewed by:</b>	Farida Mirza
<b>Policy publication/dissemination date:</b>	January 2023
<b>Next review due:</b>	January 2024

<b>Scope</b>	This policy applies to all the learners on all learning programmes with Community Systems.
<b>Policy Aim</b>	To enable service users, make well informed and realistic decisions about training and development needs, which will aid career progression, help choose progression pathways (e.g. training, employment, further education) and company training and development.
<b>Policy Objectives</b>	<ul style="list-style-type: none"> <li>• To provide impartial, unbiased IAG in a form that is easily understood by the recipient.</li> <li>• To ensure IAG is treated confidentially as per the Data Protection Act 2018.</li> <li>• To ensure IAG promotes and embeds equality and diversity throughout the service delivery</li> <li>• To systematically monitor, review, evaluate and continually improve our IAG and measure performance.</li> <li>• To signpost clients to other organisations/services where the nature of the query, interest or concern is out of scope of our capability/competence.</li> </ul> <p>Measurement of progress towards achievement of these strategic objectives will be through the monthly IQA report and Quality Improvement Plan.</p>
<b>Responsibility</b>	<p>Senior Management Team: Has overall and final responsibility for IAG in the company in terms of the service to current, new and potential learners. In particular the SMT has the responsibility for:</p> <ul style="list-style-type: none"> <li>• Keeping under review the CS IAG Policy</li> <li>• Allocating resources for IAG services</li> <li>• Maintaining the organisation for the successful implementation and monitoring of the CS IAG Policy</li> </ul> <p>Line Managers:</p>

# COMMUNITY SYSTEMS INFORMATION, ADVICE & GUIDANCE (IAG) POLICY



	<ul style="list-style-type: none"> <li>• Monitor the IAG service delivered in their Dept/Sector</li> <li>• Ensure that staff are adequately inducted and trained in IAG</li> <li>• Help develop better processes</li> <li>• Help shape policy</li> </ul> <p>Quality Assurance:</p> <ul style="list-style-type: none"> <li>• The provision of IAG services is quality assured via the collection and analysis of participant feedback, and analysis of key performance data in respect of learner retention achievement and progression. The Quality Assurance team are responsible for monitoring the front-line delivery, including the observation of the IAG service, and identifying areas for continuous improvement.</li> <li>• The outcomes from participant feedback and from the IQA team will be subject to discussion at weekly Management Meetings</li> </ul> <p>Receptionists/Administrators</p> <ul style="list-style-type: none"> <li>• Provides basic information</li> <li>• Refer customers to the relevant Dept/Sector</li> <li>• Help develop better processes</li> <li>• Help shape policy</li> </ul>
<b>Policy Statement</b>	Community Systems will display its IAG Policy Statement in each training centre and on the website and will be available on request.
<b>Equality &amp; Diversity</b>	Community Systems will ensure that all resources will be checked regularly and that they comply with our Equality & Diversity Policy.
<b>Referrals</b>	<p>Staff offering Information, Advice or Guidance services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate, and adhere to the principles and policies of equality of opportunity and confidentiality. Referral will occur when another provider offers information or services that better meet the learner's needs.</p> <p>Where it is believed that a learner would benefit from referral to another organisation the learner should be clearly informed of:</p> <ul style="list-style-type: none"> <li>• The reason for the referral and the specific area of expertise of the organisation to which they are being referred.</li> <li>• The contact details of the organisation to which they are referred.</li> </ul> <p>Learners can either contact organisations themselves or CS will</p>

# COMMUNITY SYSTEMS INFORMATION, ADVICE & GUIDANCE (IAG) POLICY



	undertake this role on their behalf.
<b>Confidentiality</b>	<p>Staff delivering Information, Advice or Guidance aim to ensure that the procedures they adopt in the utilisation of confidential information comply with the legal framework provided by the Data Protection Act 1998 and the Human Rights Act 1998 and the guidance provided in the Data Privacy Policy.</p> <p>All information gathered in the course of discussion with an individual should be regarded as confidential. Any limitations with regard to confidentiality should be made absolutely clear to the learner at the earliest possible stage. The limitation operating in CS is where a learner discloses information that leads staff to believe that the learner or others may be at risk of significant physical, sexual or emotional harm or neglect.</p> <p>In other cases where staff consider it useful to the learner to disclose information revealed in confidence by a learner to a 3rd party, staff will gain informed consent from the learner to do so. Learners will be given the opportunity to provide feedback on the service they have received without identifying themselves.</p>
<b>Awareness</b>	<p>Learners and service users should be aware of the IAG services that are relevant to them, and have well informed expectations of those services. IAG services should reflect clients' present and future needs.</p>