



**PEAK
PERFORMANCE**
PARTNERSHIP

Information, Advice and Guidance Policy – 6.17

UKPRN: 10054841

JANUARY 2019

VERSION 1

THE POLICY

Vision:

Our vision statement is: *“Unleashing People’s Potential”*.

Policy Statement

Peak Performance Partnership is a provider of training and support into sustainable employment for adults and young people, developing their confidence, knowledge and skills to enable them to make informed choices and equip them for work.

Peak Performance Partnership has at its center the value and importance of good quality Information Advice and Guidance.

The services delivered by Peak Performance Partnership are delivered in accordance with the principles of the nationally recognised **Matrix** quality standard (www.matrixstandard.com).

The achievement of this Award is one of the key aims of this arm of the organisation.

Commitment

The IAG process is a continuous one throughout the Customer’s journey with us. The quality of the delivery of this service is monitored through performance data, observation of delivery and feedback from users.

In line with our company values and principles we invest substantially in providing IAG which needs to be available to Customers at a time which is appropriate to their needs and in a format and style which allows them to make maximum use of our services. IAG should be appropriate and focused so that our customers can make the best choices for themselves about their training and employment needs. We aim to:

- Provide good quality information, advice and guidance which is accessible, clear, timely and appropriate about all the options available to our Customers as they seek, gain and retain jobs, start new businesses, identify and achieve qualifications. Information will be confidential and focused on the needs of individuals, free from stereotyping physical or cultural barriers for users and in accordance with Peak Performance Partnership’s Equal Opportunities Policy.

- Provide regular support and information on how well our Customers are progressing
- Engage employers effectively and meet their training needs successfully;
- Provide good information and learning opportunities for staff to ensure that they and have the training, skills and knowledge and are appropriately qualified to meet the needs of our Customers effectively.

Responsibilities

Peak Performance Partnership seeks to meet its commitment by ensuring that its IAG is:

Accessible and Visible - recognised and trusted by Customers and easily accessed. We promote our services and make them flexible for customers, employers and staff.

Professional and Knowledgeable - using skilled and trained staff who can address each customer's needs or can signpost/refer them to suitable alternative provision. We seek to train delivery staff to IAG qualifications at level 3 and above.

Effectively Connected - by ensuring links between ourselves and other services and supporting Customers between the two. Our staff are aware of external IAG and related agencies relevant to our customers, employers and staff.

Available, Quality Assured and Delivered – our IAG services are informed by social and economic priorities at local, regional and national levels. They are monitored through the Quality strategy with extensive feedback to ensure customers and employers receive the best service possible.

Diverse – to recognise and value the diversity of our Customers and employers informed by equality data.

Impartial, Responsive and Confidential – within the context in which we work we support Customers to make informed decisions about learning and work.

Friendly and Welcoming – to ensure that Customers and employers engage with us.

Enabling – to encourage Customers, employers and staff to try something new in learning to help gain and retain jobs, start new businesses and achieve qualifications.

The Service Offers: -

- Open access to information on education, training and career opportunities in a range of formats available to all Peak Performance Partnership clients.

- An initial assessment to help identify individuals' skills and aptitudes
- A trained member of staff to discuss individual learner needs and aspirations and plan for the achievement of goals
- Signposting to other agencies who may be able to help learners achieve their goals
- The opportunity for learners to spend time with a member of staff to review and revisit their goals and discuss progress and next steps through Harrison Assessment Talent Solutions (HATS) – A psychometric analysis tool which identifies Individual Traits and how personal improvements can be achieved.
- Access to a trained member of staff to answer queries and provide advice by phone

Customers can expect:

- A service delivered to recognised national standards
- A clear explanation of the Information, Advice and Guidance Services offered by Peak Performance Partnership
- Trained and experienced staff who will treat them with respect and dignity
- A timely response to requests for information
- Up to date information on education, training and career opportunities in a range of formats
- Information on the cost of training and any funding which may be available to support the costs
- Access to MindTools - career-boosting resources which are rigorously researched and reviewed, and designed to help clients take immediate action to develop their skills
- Access to HATS diagnostics to ensure the learner better manages their lives and make plans to achieve their potential
- All information about them will be treated as strictly confidential in line with the New GDPR Data Protection Act 25th May 2018

Equality and Diversity

Marketing literature, website information and learner and employer handbooks will be presented clearly and simply and illustrated with appropriate images to aid understanding

Where appropriate the service user can be referred to another specialist

Information by phone and face-to-face will be available to accommodate any differences.

At any stage service users can be accompanied to meetings and interviews by a friend, family member or another representative

Links with Other Policies

This policy is one of the key policies to ensuring good service delivery in Peak Performance Partnership; it links to:

- Code of Conduct
- Initial Assessment Policy
- Quality Strategy
- Equality and Diversity Policy
- Teaching, Learning and Assessment Strategy
- Customer Complaints Process
- Data Protection Policy

Monitoring and Review

This policy will be reviewed annually to ensure it continues to meet our needs and those of our customers, staff and partners.

To be reviewed by: Operations Director

Review Date: January 2020