

# IAG Policy & Standards for Our Work

CSW aims to provide high quality information advice and guidance services that will enable young people, adults, employers and organisations to make informed choices, as well as helping them meet their individual education, training employment and development needs.

## Individual Quality Support

We will:

- **provide accurate, impartial and up-to-date information, advice and guidance** to help people make positive changes. If we are unable to give you the information, advice and guidance you need, we will, wherever possible, refer you to an alternative source of information.
- **treat everyone fairly, with dignity and respect** regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation or any other irrelevant distinction. Our services will be inclusive and relevant to the diverse needs of the communities we serve.
- **be confidential** and not use the information given to us anyway other than we state and only allowing access by authorised staff who need to see this information as part of their work. We will abide by the Data Protection Act 2018 principles and uphold the requirements as stated in the GDPR regulations
- **offer flexible and prompt support.** We aim to be responsive with a customer focus, ensuring we are friendly, helpful, and have professional integrity embedded in our work

## Professional service and legislation

We will:

- ensure all our staff have, or are working towards, nationally recognised qualifications relevant to their job
- maintain the standards required for our industry including the matrix Standard (information, advice and guidance) and comply fully with all relevant legislation
- ensure all staff have the skills, knowledge and behaviours needed to safeguard and promote the wellbeing of those we work with.
- be committed as both a service provider and an employer to achieve equality of opportunity and remove indirect and direct discrimination.
- evaluate our services and seek your feedback to ensure we are meeting customer needs
- respond to any complaints promptly, professionally and in line with our complaints policy.

## Policy Objectives

- Support those we work with to make positive changes.
- Empower individuals to be independent, resilient and in control of their future pathways.
- Be responsive to changes and developments both internally and externally.
- Work proactively and collaboratively to enhance the effective delivery of IAG.
- Identify and work in partnership with external organisations to inform and enhance our services.

## To contact us

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