

DART aims to provide all its clients with high quality, impartial and professional Information, Advice and Guidance (IAG). This should meet client's expectations and where possible exceed their expectations. DART seeks to have an excellent reputation for IAG, together with high retention and achievement rates on courses and programmes.

## **1. Practices for service delivery**

- 1.1 The business plan to show targets for retention and achievement.
- 1.2 The business plan to give organisational vision and outline of strategy for high quality IAG.
- 1.3 Staff training and development to include activities which better enable staff to deliver IAG.
- 1.4 Quality standards to be set for IAG and related to recruitment, retention and achievement. These standards to be reviewed annually by the quality improvement group and new targets set as appropriate.
- 1.5 Staff informed of their contribution to meeting targets for IAG at quarterly staff days and good practice shown.
- 1.6 IAG to be pro-actively offered to all learners at appropriate interventions during their journey with DART.
- 1.7 The personal development of each learner and confidence building to be part of each IAG intervention.
- 1.8 DART to work with other agencies for the benefit of learners in meeting the above aims and practices.

## **2. Entitlement**

- 2.1 All prospective learners and enquirers are entitled to appropriate current IAG and/or assistance with course choice, career planning and transition into work.

## **3. The Enquirers**

- 3.1 Externally may come from a broad range of backgrounds e.g. National Careers Service, schools, young people, parents, employers and awarding organisations.

3.2 Internally may come from any of our existing learners or staff.

**4. Being aware of the service and engaging with it-**

- 4.1 Promotional materials are circulated to main referral bases and gatekeepers
- 4.2 DART staff attend promotional shows and events
- 4.3 The marketing group ensures that information supplied on promotional materials is reviewed regularly and kept up to date
- 4.4 A marketing calendar is produced which ensures the circulation of promotional materials to a diverse range of society

**5. Use of service is defined and understood-**

- 5.1 All staff are aware of IAG and how it can be accessed
- 5.2 All users of the service will be given consistent, reliable and impartial IAG
- 5.3 Delivery of the IAG will be by competent staff who are knowledgeable of DART courses and have the ability to sign post to an appropriate alternative when necessary
- 5.4 A flow chart is available for those members of staff who are engaging in first point of contact and delivery of IAG, the chart shows which members of staff specialise in certain areas and can give accurate and specific information

**6. People are provided with access to information and support in using it-**

- 6.1 A library of prospectuses is also available which gives more focussed information to IAG staff with specific enquiries

**7. People are supported in exploring options and making choices-**

- 7.1 DART will inform enquirers of as much relevant, impartial IAG as possible to help them make an informed decision for themselves
- 7.2 Recourses for information about DART services and other external referral points will be readily available in the main DART office
- 7.3 IAG first point of contact staff can contact specialist sector managers to help better inform their advice or refer enquirers directly to these people

**8. Service delivery is planned and maintained-**

- 8.1 All staff delivering will have had the necessary training to be able to deliver quality IAG
- 8.2 A member of staff will be available to provide IAG to any service users during DART opening hours and at any events that DART attends

**9. Ensuring staff competence by maintaining sufficient support-**

- 9.1 The key staff delivering IAG are suitably trained and are competent to deliver the service
- 9.2 The service will be monitored to ensure that any resource, support or training needs are recognised and responded to
- 9.3 Staff are inducted and trained to an organisationally agreed level
- 9.4 All staff receive an annual performance review
- 9.5 Access to continued professional development ensures that staff are kept up to date with changes in the industry and the market place

**10. Feedback on quality of service is obtained-**

- 10.1 DART will systematically obtain feedback from service users, the staff involve the delivery and other staff and partner organisations we work with to inform future planning
- 10.2 A high quality IAG service will be expected to be the norm

**11. Continuous quality improvement is ensured through monitoring, evaluation & action**

- 11.1 DART will evaluate the effectiveness of the service and use this and naturally occurring evidence to plan and implement improvements
- 11.2 DART will examine and learn from what works well for other organisations delivering IAG
- 11.3 DART will monitor feedback from learners and employers and external partner organisations, also via self-assessment process and the Matrix accreditation process