

IAG Policy & Standards for Our Work

CSW aims to provide a high quality information advice and guidance service which will enable young people, adults, employers and organisations to make informed choices about ways in which we can help 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 allow 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 stated.
- **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 to our work.

Professional service and legislation

To achieve this 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) Investor in People (excellence in training and development for employees) and comply fully with all relevant legislation,
- evaluate our services and seek feedback to ensure we are meeting customer needs and continually improve our provision
- respond to any complaints promptly, professionally and in line with our complaints policy
- be committed to safeguarding and promoting the welfare of children and young people and adults including through the Prevent agenda
- be committed to achieving equality of opportunity and removing indirect and direct discrimination.

Policy Objectives

- Support those we work with to make positive changes.
- Empower individuals to be independent, resilient and in control of their future pathways.
- Ensure people recognise, value and are happy with the support and services we provide.
- Identify and work in partnership with other organisations to inform and enhance our services.
- Be responsive to changes and developments both internally and externally and work proactively and collaboratively to enhance the effective delivery of IAG.

To contact us

CSW Group Ltd, Poseidon House, Cattedown, Plymouth

Telephone: 01752 207700 E-mail: contact@cswgroup.co.uk Website: www.cswgroup.co.uk

