



Information, Advice and Guidance Policy 2017 – 2019

Introduction

Opps Training has adopted the Matrix standards as its aims and objectives. Opps believes that effective IAG constitutes the flow of useful information between all Opps' stakeholders: learners, employers, statutory bodies, awarding bodies and Opps team members. Opps team members should maintain the correct level of skill and knowledge to advise all agencies, as required, on Opps' offer, performance and objectives. However the main focus, as an independent vocational training provider, will remain the learner and the employer. The learner and the employer will be advised on how to meet their individual and organisational objectives within the scope of Opps Training's practice.

Aims and Objectives

Aim

1. To provide strong leadership in delivering an effective service

Objectives

- 1.1 The service has clearly defined measurable aims and objectives which link to any wider organisational strategic aims.
- 1.2 The service is provided with clear leadership and direction.
- 1.3 Opps implements policies to promote equality and diversity, impartiality, confidentiality and professional integrity in all aspects of service delivery.
- 1.4 Opps complies with existing and new legislation which might impact upon the service.
- 1.5 Opps defines client outcomes and uses them as a measure of success for the service.
- 1.6 Opps promotes the service in ways which are accessible to all those eligible to use it.
- 1.7 Clients and staff influence the design and development of the service.
- 1.8 Opps establishes effective links with other appropriate partnerships and networks to enhance the service.

Aim

2. To invest in and apply assets that provide an effective service

Objectives

- 2.1 Opps uses its resources effectively to deliver the service.
- 2.2 Clients are provided with current, accurate and quality assured information which is inclusive.
- 2.3 Opps defines the skills, knowledge, competencies and qualifications, in line with current national recognised professional qualifications and frameworks, for individual staff roles, linked to the aims and objectives of the service.
- 2.4 Staff are supported in undertaking continuous professional development and provided with opportunities for career progression.
- 2.5 Effective induction processes are in place for all staff.

Aim

3. To deliver an effective service

Objectives

- 3.1 The service is defined so that clients are clear about what they might expect.
- 3.2 The service is delivered effectively to meet its aims and objectives.
- 3.3 The service provided is impartial and objective.
- 3.4 Clients are given appropriate options to explore and understand that they are responsible for making their own decisions.
- 3.5 When exploring options, clients are provided with and supported to use appropriate resources including access to technology.
- 3.6 Clients benefit from signposting and referral to other appropriate agencies or organisations.

Aim

4. To review and improve the service on an ongoing basis

Objectives

- 4.1 Opps measures and evaluates the service against its stated aims and objectives and identifies improvements.
- 4.2 Opps monitors and evaluates client outcomes to support and improve service delivery.
- 4.3 Opps evaluates feedback on the service to build upon its strengths and addresses any areas for improvement.
- 4.4 Opps evaluates the effectiveness of its partnerships and networks to improve the service.
- 4.5 Opps defines quality assurance approaches which are used to improve the service.
- 4.6 Staff performance, linked to their role within the aims and objectives of the service, is reviewed and evaluated to improve the service.
- 4.7 Effective use is made of technology to improve the service.
- 4.8 Opps continually reviews improvements to help inform the future aims and objectives of the service.

Evaluation of Impact of Policy

Opps Training maintains a continuous cycle of improvement which links with Matrix and Ofsted standards. Its annual Self Assessment Report uses the performance criteria as described by the matrix and Ofsted standards. The report informs the annual Quality Improvement Plan which is delivered and monitored by the Quality Improvement Group.