

## Information Advice and Guidance Statement of Service

### About our IAG service

Welcome Skills is a private training provider based in Croydon. It provides specialist training both commercial and funded for the Hospitality and Catering sector.

Our aim is to provide high quality nationally accredited vocational training for this sector, which will lead to employment, career progression or job enhancement.

If you are working, or seeking employment within this sector, our IAG service is designed to help you make an informed decision if you want to find out how to improve your job prospects or skills, get a qualification or just make the most out of your current job.

We can offer you the following service:

- Impartial and unbiased advice on the courses we provide
- Information on the career paths available to you from the qualifications we offer
- Initial assessment to make sure you are on the right course and at the right level
- Referral to other providers if we do not have a suitable course for you
- Advice on progression on to other learning
- Full confidentiality

We will also:

- Ensure your meetings with your advisers and assessors remain confidential
- Promote Equality and Diversity
- Provide professional and knowledgeable advisers and assessors to support you
- Help you develop a Personal Learning Plan following your initial assessment
- Hold review meetings with you at least every 8 weeks to discuss your progress and identify if there are any further ways we can support you.
- Provide continuous IAG information while with us

We are committed to continually improving our service so welcome any feedback you can provide that helps us meet our clients' needs.

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## Key Features of Welcome Skills Signposting and Referrals

- Identification and assessment of the problem
- Identify and examine potential solutions to the problem
- Identify any additional information that may be needed
- Identify any conflict of interest
- Discuss with client possible agencies that would help solve the problem
- Make the referral to the appropriate agency either on the phone, email or via mail
- Ensure agreement with the client for referral together with signed permission
- Completion and submission of all paperwork / forms
- Monitor and evaluate the referral
- Monitor own performance for adherence to procedures

## Process of Welcome Skills Signposting and Referrals

- Referral can be either internal or external. The exact order for the procedures may vary depending on the needs of the client.
- Advisor identifies whether they can or cannot help the client, ie do they have the necessary and appropriate expertise
- Advisor assesses the situation and determines whether a referral is required and the best option for the client or whether the client need only be signposted to the right sources if it is just information that is required.
- Advisor analyses the nature of advice required and the appropriate person or organisation for help
- This includes:
  - Is the advice and guidance required available to be provided by anyone within the organisation?
  - Identify the best options outside the organisation for the client
  - Identify whether these can be resolved by one organisation or are multiple organisations required to overcome the clients' needs
  - Assess whether the clients' issues can be addressed internally by the Employer Engagement Manager / Quality Manager who is a qualified solicitor and who can provide legal advice in various situations
  - Check that everything is up to date and that the information available on referral agencies is accurate ie they have not moved, changed telephone numbers etc
  - Discuss with the client the various options so they can have choices to enable them to make the best decision for them
- ALWAYS get an agreement with the client as to any decisions taken and consent that the referral can take place. In addition, obtain agreement on the nature of the data and information that can be passed on to the referral agency. This must be signed and dated by advisor and client. This is a requirement of the General Data Protection Regulations of May 2018. Data protection must be explained to client

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- The organisation has close relationships with several agencies and would therefore make the referral based on the relationship that already exists. This may be a referral over the phone, via email or by submitting a form in the post. External agencies have their own methods for referrals.
- Once the referral has been made the advisor monitors whether the client attended the appointment. This ensures that the organisation is not making referrals that are not attended and consequently wasting the time of the agency either via non-attendance or cancellation of the appointment.
- Advisor makes a follow up appointment to assess the situation and identify if the referral achieved its objectives and whether the right advice was given and taken up.
- The client rates the agency advice as Very good, Good, Satisfactory, Poor. The organisation does not use a numerical system for evaluating.
- Any complaints regarding the agency the client was referred to follow the advisor's own organisation's complaints procedures
- All information, advice and guidance is recorded and kept in the client files. This includes consent forms, referrals and follow-up appointments.
- Finally check that you have followed the organisation's procedures correctly and that the client was supported effectively throughout the process and had all the information they required – evaluation of own performance

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## IAG Progress Checklist

Learner Name .....

	Actions to be evidenced	Comments	Completed (Y/N)
1	Research job/college/adverts		
2	Complete CV		
3	Complete personal Statement		
4	Attend interview/s with external partner		
5	Decide on college/qualification/job		
6	Complete relevant application form		
7	Employer involvement		
8	Open evenings attended/days		
9	Attendance of Taster day/s		
10	Work placement/experience		
11	Participation in mock interview/s		
12	Letters of acceptance for placements		
13	Attendance of actual interview		
14	Offer		
15	Acceptance		

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