

INFORMATION ADVICE AND GUIDANCE

ASSESSMENT SERVICES

WE CARE · WE ASSESS · WE ADD VALUE



THE
ORGANISATION
DEVELOPMENT
FRAMEWORK



WHAT IS INFORMATION, ADVICE AND GUIDANCE (IAG)

Traditionally, Information, Advice and Guidance (IAG) has been used by the careers, learning, training and work sectors. However, increasingly IAG has been seen as applying in a wider range of circumstances, including, debt management, welfare benefits, housing, immigration and asylum, legal issues, childcare provision, education, pensions, equity release, health and wellbeing, to name a few.

High quality, effective, structured and meaningful IAG has become important across the ever-increasing diverse range of organisations where the provision of information, advice and guidance

is being given to enable people to apply their knowledge, understanding, skills and experience to make an informed decision.

The Organisational Development (OD) Framework, was designed to help organisations discover what they need to be good at, includes this principle on IAG.

Principle 16 of the OD Framework, has been developed as a Standard to assess an organisation's ability to deliver high quality information, advice and guidance being provided to individuals and organisations.

MEASURING INFORMATION, ADVICE AND GUIDANCE

What does this mean?

When providing information, advice and guidance, an organisation has defined and set the standards for the delivery of the IAG service.

Why is measuring IAG important?

The organisation is accountable for the information, advice and guidance it delivers and ensures this is provided effectively, ethically and meets the needs of customers.

This Standard has been developed to assess an organisation's ability to provide Information, Advice and Guidance. The assessment measures the quality of the IAG service delivered and its ability to continuously improve the service.

This Standard can be adapted to apply to specific services the organisation provides, such as careers, training, financial, medical, legal, etc. Guidance notes can be provided for specific areas, as required.





THE IAG STANDARD

In our ongoing desire to improve and develop the assessment process - while reducing the cost to organisations being assessed, Assessment Services has introduced a unique approach to the assessment of The IAG Standard.

The Customer will:

- Complete a self-assessment against the IAG Standard using the Assessment Services' online encrypted tool for gap analysis
- Supply Assessment Services with an up to date list of staff, partners and customers for the use of undertaking confidential online surveys to contribute to the assessment in line with GDPR regulations

Assessment Services will:

- Issue an online survey to a sample of staff, partners and customers, to collate and analyse the responses confidentially before organising an onsite evidence gathering plan
- Undertake an element of mystery shopping by telephoning the organisation posing as a potential service user

The above process will reduce the amount of time required on site, as the majority of the evidence collection and analysis will have been conducted in advance, whilst maintaining a high quality assessment process.

An average saving of 15 - 20% on assessment fees compared with a traditional assessment, whilst maintaining the rigour and robustness.

Please contact Assessment Services at
info@assessmentservices.com for further information





PROVIDING INFORMATION, ADVICE AND GUIDANCE

What does this mean?

The organisation has defined and set the standards expected for their service delivery

Why is this important?

The organisation needs to be accountable for the service they deliver and ensure this is provided effectively and ethically to meet the needs of clients.

S E N I O R L E A D E R S		
1 D E F I N E D S E R V I C E O F F E R	<p>1.1 Senior leaders have defined service delivery to meet the intended benefits/objectives</p>	<p>1.1.1 Senior leaders can describe why the service (Information, Advice and Guidance – IAG) is needed and how research has informed its design e.g. needs analysis, skills shortages etc.</p> <p>1.1.2 Senior leaders regularly review the integrity of their approach and the needs of funders/stakeholders specifically where public funding is used.</p> <p>1.1.3 The IAG aspect of delivery is resourced with appropriately qualified and experienced people who have access to resources to complete their roles effectively which include physical, technological, partnerships/networks, Continuous Professional Development (CPD).</p> <p>1.1.4 There is a written description the IAG service offer that includes:</p> <ul style="list-style-type: none"> • The service offer • The client groups that will be served • Qualification and experience of staff delivering the IAG • The intended impact of the IAG on offer <p>1.1.5 The written description of the IAG service is publicly available e.g. on the organisation’s website, promotional materials etc. There is a named individual who has overall responsibility for IAG in the organisation.</p> <p>1.1.6 Policies are in place for IAG, including, but not exclusively: confidentiality, impartiality, safeguarding, remote/lone working (where appropriate), equality and diversity, complaints handling, feedback etc.</p>
	<p>1.2 Senior leaders have accountability for the service delivery</p>	<p>1.2.1 Senior leader/s can describe how they maintain a scrutiny role for the IAG delivery and ensure that it is of high quality and is delivered to its intended recipients.</p> <p>1.2.2 Senior leader/s have set out the intended impact of the IAG at both cohort and individual level.</p>





LEADERS / MANAGERS		
2 QUALITY AND SERVICE DEVELOPMENT	<p>2.1 Leaders and managers know that service delivery is of a high quality</p>	<p>2.1.1 There is monitoring activity that demonstrates the impact, or contribution to the impact, of the IAG delivery, both at cohort and individual level which is used to continuously improve performance..</p> <p>2.1.2 Leaders have established a quality assurance cycle that focusses on the IAG aspects of service delivery</p>
	<p>2.2 Leaders and managers lead and encourage development in service delivery</p>	<p>2.2.1 Leaders and managers ensure that continuous improvement is at the heart of what they do. They can describe changes implemented as a result of quality assurance activities that benefit clients in receipt of IAG.</p>
	<p>2.3 Leaders and managers ensure that the service delivery meets the needs of clients</p>	<p>2.3.1 Leaders and managers can describe how service delivery is shaped to meet the needs of clients through feedback, research, current thinking and policy to inform service delivery.</p>
	<p>2.4 Leaders and managers have developed effective partnerships and networking activities to support the delivery of the service</p>	<p>2.4.1 Leaders and managers can describe a range of partnerships that have been developed to contribute to the delivery of the service and meet the needs of clients.</p> <p>2.4.2 Leaders and managers can describe the different networking activities and how these have influenced the design and delivery of the service.</p> <p>2.4.3 Leaders and managers review the impact of the partnerships and networking activities and make appropriate changes to ensure the changing needs of clients are addressed.</p>

PEOPLE (DELIVERY STAFF)		
3 DELIVERY OF IAG	<p>3.1 People take pride in high quality delivery</p>	<p>3.1.1 People can describe the client journey and their role in supporting clients.</p> <p>3.1.2 People can describe how the IAG interventions are progressive and can give examples of how clients have moved towards / achieved the intended outcome.</p> <p>3.1.3 People can describe examples of where signposting and referral has been beneficial to clients.</p>
	<p>3.2 People use their skills, knowledge, experience and qualifications to provide a high-quality service to clients</p>	<p>3.2.1 People delivering IAG have relevant knowledge, skills, experience (and where relevant qualifications) for their role.</p> <p>3.2.2 People can describe how their qualifications, experience and CPD support clients to achieve their goals.</p> <p>3.2.3 People can describe how they contribute to the delivery of IAG and the difference that they make.</p> <p>3.2.4 People can describe how they implement policies of confidentiality, impartiality, safeguarding, equality and diversity into their practice.</p>





C L I E N T S		
4 CLIENT EXPERIENCE	<p>4.1 Clients confirm that they understand what is available to them</p>	<p>4.1.1 Clients can describe how they found out about IAG available and what it offers.</p>
	<p>4.2 Clients are supported to make the best out of the service offer</p>	<p>4.2.1 Clients can describe the options and choices presented to them and the support to enable them to make their own decisions.</p>
	<p>4.3 Clients are signposted and referred to other service delivery where it is more appropriate for them</p>	<p>4.3.1 Clients can describe examples of where signposting and referral has been beneficial.</p>
	<p>4.4 The needs of clients are used to shape the service</p>	<p>4.4.1 Clients can describe when and what feedback has been sought on the IAG delivery.</p> <p>4.4.2 Feedback, both formal and informal, individually and collectively, is sought and used to improve IAG to clients.</p>

P A R T N E R S	
5 PARTNERSHIP WORKING	<p>5.1 Partners are involved and engaged in delivering services to meet the needs of clients and compliment the IAG provided.</p> <p>5.1.1 Partners can describe the due diligence activities undertaken in order to become part of the network to complement the service of the organisation.</p> <p>5.1.2 Partner organisations can describe how they contribute to the service provided by the organisation and the progression of clients.</p> <p>5.1.3 Partner organisations can describe how their performance is evaluated and improvements made to the delivery of the service to meet customer's changing needs.</p>



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