

# Academy of Social Work and Early Intervention

Innovation • Collaboration • Excellence

Central  
Bedfordshire



University of  
Bedfordshire

## Information, Advice and Guidance Statement of Service



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## **1. Introduction**

The Academy of Social Work and Early Intervention (The Academy) offers information, advice and guidance (IAG) on career options and pathways for adults interested in joining Central Bedfordshire's children's workforce, or developing further skills and qualifications in their current role.

The information, advice and guidance we provide to adult clients is professional and outcome focused - contributing to high quality service provision and continuous improvement. We aim to ensure that Central Bedfordshire is a great place to live and work, helping to improve skills or review any aspect of a client's career in the children's workforce.

We offer a range of information and advice for adults working in the children's workforce, including support to access appropriate education and training, development of existing skills, and increased career prospects. Our professional IAG advisers are trained to national standards.

## **2. Statement of Service**

The Academy is committed to providing IAG to adults working in Central Bedfordshire's children's workforce, or those wishing to join the workforce. The service focuses on the specific needs of the client, to help promote self-awareness, personal development and career planning - enabling individuals to make informed decisions about their future.

We provide IAG through outreach events, telephone, email and/or individual discussions. It is confidential, objective and impartial based on the principles of equality of opportunity for all, regardless of race, gender, religion or disability. Our Advisers can also signpost to other services where appropriate; and endeavour to help individuals consider a range of options and support the implementation of career development plans.

Advice is tailored to meet the needs of the client and is up to date at the time given.

## **3. The Information, Advice and Guidance Service**

We offer:

- Linkage of personal interests and/or skills to a desired job/career working with children and young people
- Referrals to sources of help in gaining skills in literacy, language and numeracy
- Appropriate information and advice on educational and career options
- Advice on job search within Central Bedfordshire
- Advice on appropriate financial support, help with decision making and establishing realistic goals and objectives
- Identification of barriers and action planning

## **4. Information, Advice and Guidance Sessions**

All IAG is conducted by a qualified professional by:

- Telephone
- Email
- Outreach events
- Individual discussions

## **5. Referrals**

We will signpost clients to other agencies as required.

## **6. Our expectation of clients'**

- Openness and honesty
- Consideration to our staff
- Feedback on the service received

## **7. Eligibility**

This service is free of charge to clients:

- Aged 16 years or above and
- Living, studying or working in Central Bedfordshire

## **8. How to access our service**

All IAG enquiries can be made by contacting the Academy

- Telephone 0300 300 8131
- Email [academy@centralbedfordshire.gov.uk](mailto:academy@centralbedfordshire.gov.uk)

Please note the office hours are from 09.00 to 16.00 Monday to Friday

## **9. Provision for those who speak English as a second language**

Our advisers will assess client suitability and signpost for access to nationally funded English for Speakers of other languages (ESOL) learning programmes.

## **10. Confidentiality Policy**

The Academy treats all information it receives from clients as confidential. All Academy staff are fully aware of, and given training in, Central Bedfordshire Council policies and procedures including Safeguarding, Confidentiality, Equality & Diversity and Data Protection.

All information given to, and recorded by, the Academy staff will be treated as strictly confidential, in accordance with Data Protection legislation.

Information given as part of our Information, Advice and Guidance (IAG) service may be used for making a claim for payments from funding bodies and will also be used for management information purposes.

Client information will not be passed on to third parties without the client's express permission.

## **11. Monitoring**

As part of our policy to monitor the quality of service we provide, clients may be contacted by the Academy to see how they are progressing and if there are any questions, comments or ideas on how we can improve our service.

## **12. Responsibility**

It will be the responsibility of the Children's Workforce Development Manager to ensure that IAG service operates and conforms to all relevant IAG related policies and procedures.

## **13. Equal Opportunities & Diversity Policy**

As a provider of advice and guidance, the Academy aims to ensure that no individual receives less favourable treatment on the grounds of gender, marital status, race, colour, nationality, ethnic origin, disability, age or sexual orientation.

The Academy aims to ensure that people with disabilities are also given equal access to our services.

The Academy is committed to keeping its requirements and practices under review and taking action where necessary in order to improve access to our services to the children's workforce.

## 14. Compliments/Complaints Procedure

The Academy is committed to providing quality advice and the most up to date information available. The staff at the Academy will at all times provide information and advice to the best of their ability and knowledge. There is however, a complaints procedure if at any time the client would like to comment on any aspect of the service received.

### Procedure

Any comments, compliments or complaints can be made in writing, by telephone or email to:

The Children's Workforce Development Manager  
Central Bedfordshire Academy of Social Work and Early Intervention  
Central Bedfordshire Council  
Watling House  
High Street North  
Dunstable  
Bedfordshire LU6 1LF

Telephone: 0300 300 8131

Email: [academy@centralbedfordshire.gov.uk](mailto:academy@centralbedfordshire.gov.uk)

If you are not satisfied with our response, a further complaint can be made in writing to the Assistant Director at:

Central Bedfordshire Academy of Social Work and Early Intervention  
Central Bedfordshire Council  
Watling House  
High Street North  
Dunstable  
Bedfordshire  
LU6 1LF

## Contact information



[academy@centralbedfordshire.gov.uk](mailto:academy@centralbedfordshire.gov.uk)



0300 300 8131



[www.centralbedfordshirechildrenstrust.org.uk](http://www.centralbedfordshirechildrenstrust.org.uk)