

## **Information, Advice & Guidance Policy**

*Last Reviewed March 2021*

*Effective until March 2022*

### **Overview**

All Rural Arts staff are committed to providing an accurate Information, Advice and Guidance (IAG) service to all customers.

Rural Arts provides independent information, advice and guidance services to anyone who wishes to access our workshops, courses, programmes or services. This includes any potential new entrants/learners or those already involved with us.

Rural Arts supports the concept of lifelong learning. By providing quality information, advice and guidance about services, Rural Arts helps clients/customers make informed choices about the workshops, courses, programmes or services that they either are undertaking or considering. The IAG process is a continual process throughout learners' programmes.

In order to ensure the highest level of IAG quality, Rural Arts has held the Matrix Standard for a number of years. The quality of the service is monitored through performance data, feedback from users, peer review, self-assessment and external monitoring.

We strive to provide information, advice and guidance that is:

- Timely, easily accessible and in a form that is easily understood by all
- Independent, confidential and focused on the needs of the individual
- Able to provide access to a range of agencies for specialist support
- Free from stereotyping, physical or cultural barriers for users and in accordance with Rural Arts' Equal Opportunities Policy
- Free of charge to all users
- Subject to evaluation and continuous improvement, encouraging individuals to get the most from their interaction with Rural Arts

The service offers:

- An initial assessment to help identify individuals' skills and aptitudes
- A Tutor/member of staff to discuss individual learner needs and aspirations and plan for the achievement of goals
- Signposting to other agencies who may be able to help learners achieve their goals

T 01845 526 536  
E [admin@ruralarts.org](mailto:admin@ruralarts.org)  
W [www.ruralarts.org](http://www.ruralarts.org)

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Westgate, Thirsk  
North Yorkshire, YO7 1QS



**Rural Arts**

- Access to a member of staff to answer queries and provide advice by phone and website

Clients/customers/learners can expect:

- A service delivered to recognised national standards
- A clear explanation of the Information, Advice and Guidance Services offered by Rural Arts
- Trained and experienced staff who will treat them with respect and dignity
- A timely response to requests for information
- Up to date information on progression where applicable
- All information about them will be treated as strictly confidential in line with the Data Protection policy and GDPR

*This policy can be read in conjunction with the following other policies to aid and increase understanding. Please request these from Rural Arts ([admin@ruralarts.org](mailto:admin@ruralarts.org) / 01845 526 536) if you would like a copy:*

- Equal Opportunity Policy
- Customer Charter
- Artistic Quality and Programming Policy

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