



# ADVICE & GUIDANCE DROP IN CENTRE

*'Enabling Women to Transform Their Lives'*

## STATEMENT OF SERVICE

### The Principles Established by the National IAG Board

*Please note these Principles replace the previous Guidance Council Code of Principles.*

- **Accessible and Visible**

IAG services that are recognised and trusted by clients have convenient entry points from which clients may be signposted or referred to the services which most closely meet their needs and are open at times and in places which suit clients' needs.

- **Professional and Knowledgeable**

IAG frontline staff will have the skills and knowledge to identify quickly and effectively the client's needs. They will have the skills and knowledge to address the client's needs, to signpost or to refer them to suitable alternative provision.

- **Links**

Links between IAG services are clear from the client's perspective and, where necessary, clients are supported in their transition between services.

- **Availability, Quality and Delivery of IAG services**

These should be targeted at the needs of clients, and be informed by social and economic priorities at local, regional & national levels.

- **Diversity**

There should be diversity in the range of IAG services to reflect the diversity of clients' needs.

- **Impartial**

IAG services will support clients to make informed decisions about learning and work, based on the client's needs and circumstances.

- **Responsive**

To the present and future needs of clients.

- **Friendly**

Friendly & welcoming IAG services which encourage clients to engage successfully with the service.

- **Enabling**

Enabling services which encourage and support clients to become lifelong learners by enabling them to access and to use information in order to plan their careers.

- **Learning and Work**

IAG services will support clients to explore the implications for both learning and work in their future career plans.

- **Awareness**

Young people and adults will be aware of the IAG services that are relevant to them, and have well informed expectations of those services.

**Introduction:** Milton Keynes Women and Work Group was established in 1978 to help women return to paid work through careers advice and guidance. We now offer advice & guidance at a Drop In centre plus outreach bases in Milton Keynes. Milton Keynes Women & Work Group offer a unique FREE service to any women living in Milton Keynes whether unemployed or employed, who is thinking about returning to paid work, further education/training or volunteering. The information we hold is updated on a regular basis.

#### What we offer:

- \* Information on Women & Work Training courses & volunteering opportunities
- \* Information on local and national training opportunities
- \* Assistance with Application forms/letters
- \* Help with interview techniques
- \* Use of Adult Directions computerised guidance package
- \* Resource library with up to date career and training information
- \* Assistance with CVs, preparation, content and layout
- \* Access to a computer during Drop In's for job search via the internet.
- \* One to one appointments are available. These will include a more in depth advice and guidance interview. A mock interview can also be arranged at a suitable time. (These are booked in advance, and will usually last for one hour).

Information is in English. If you need it in a different language or format (e.g. large print) please ask. We will let you know how long this will take. If we do not have the information you need we will either request it for you (within 3 working days) or we will refer you to an organisation/training provider that is better able to help you.

**Limitations of our service:** We cannot help you gain employment or place you in work experience, except as a volunteer at Women & Work. The service is mainly available to women only in accordance with our Funding criteria and our governing documentation.

**What you can expect from us:** We aim to offer the best advice available, to be courteous, competent and to take into account your particular needs.

We promise to:

- \* Listen to you
- \* To be respectful and honest
- \* Respond to enquiries promptly and accurately
- \* Help you with CVs, application forms, letters of application and interviewing.
- \* Help you produce your action plan for your future career
- \* Signpost you to the course that is most suitable to your needs, organised either by Women & Work or other training providers.

**What we expect from you:**

- \* We ask you to arrive in good time for your interview.
- \* If you are unable to attend, to call and cancel or to delay the appointment
- \* To be respectful and honest

**Our services:** The services we offer are advice and guidance in Central Milton Keynes. We also have outreach bases across Milton Keynes. For more information on these bases please ask.

**Improving our services:** We will ask you to use the complaints procedure to enable us to put right any mistakes we make. There is a Complaints, Compliments, Comments form which will be given to you in an information pack. We will reply to this within 10 working days. Unresolved complaints will be referred to the Milton Keynes Women & Work Management Committee. We will review all customer comments on a quarterly basis and make improvements as a result. A copy can be made available on request.

**How we evaluate client feedback**

Client feedback is evaluated on a quarterly basis. We will send out a survey form to each client that attends a Drop In in the previous 3 months. The results of the survey will assist us to improve the advice and guidance services and the courses we offer. They also allow us to send information to our funders (e.g. European Social Fund, Milton Keynes Council and Learning & Skills Council). Please note the information does not include names and addresses or 'phone numbers. You will not be contacted by any organisation other than Women & Work. We will ask you to correctly complete application forms, survey forms and questionnaires This will help us with applications for further funding. You should also tell us of changes in your circumstances e.g. change of address, employment status.

**Confidentiality:** All the information you give is treated in strict confidence according to the Data Protection legislation.

**Staff Competence:** The staff are very experienced in working in an advisory capacity and this experience has given them the knowledge to help you in your career choice.

The volunteers we employ are competent in dealing with enquiries & assisting with completion of application forms.

MK Women & Work Advice & Guidance aims to work with the National Boards' **Code of Practice** which is available - please ask.

**Monday Mornings** Advice & Guidance Drop In, with a *FREE* crèche, between 9.30 – 12 noon at Acorn House, 365 Midsummer Boulevard, Central Milton Keynes. 01908 200186

*The Drop Ins are not open on Bank Holidays*

**How to contact us:** You can contact us in the following ways:

For general enquiries: The office hours are: 9am –4.30pm. Phone: 01908 200186/200676.

Fax: 01908 236872.

E-mail: [info@womenandwork.co.uk](mailto:info@womenandwork.co.uk)

**The Advice & Guidance Drop In centres operate a not smoking policy.**

**You are also asked to switch off your mobile phone.**