

AGCAS Code of Practice on Guidance

As a statement of common principles, this Code reflects the shared values of guidance to which AGCAS members voluntarily conform. Members are responsible for the detailed interpretation of the Code in the particular context of their own work. The Code serves as guidelines for guidance providers; it also provides information for individuals seeking our services. The Quality Standards have been developed within a framework that is based on this Code of Practice.

The six principals are interdependent and the Code is designed to be applied in its entirety. (These principles are derived from the NACCEG Code of Principles, 1996)

Impartiality

Guidance should be impartial. Providers should be able to demonstrate any claim that they offer an impartial service, or declare any factors that might limit the impartiality of the guidance offered to the individual. This includes guidance provision reflecting the vested interests of the provider, and/or the provision of incomplete information on opportunities for learning and work.

Confidentiality

The guidance process should be confidential, and this should be made clear to the individual. Personal information should not be passed on without the individual's prior permission. Any limitations on this should be made absolutely clear at the earliest possible stage.

Individual Ownership

The guidance process should be focused on the needs of the individual, whose interests are paramount.

Equality of Opportunity

Equality of opportunity should underpin all aspects of provision, including the activities and behaviour of the provider, and the opportunities for learning and work promoted by the provider. Providers should be able to demonstrate how they adhere to the AGCAS Equal Opportunity Policy

Transparency

The guidance process itself should be open and transparent. Guidance providers should explain in clear language, appropriate to the individual, how they propose to work in their part of the process.

Accessibility

Guidance services should publicise, signpost and make the delivery of guidance accessible to any eligible user. This includes stating target clientele, availability and other relevant information clearly in appropriate languages, locations and publications.

THE CODE OF PRACTICE FOR SERVICE PROVISION

An AGCAS Service should:

Operate within a structure that provides management for and ensures accountability of the service.

Have established structures to monitor and evaluate service provision as a means of continually improving those services and of meeting AGCAS Quality Standards.

Work within the AGCAS Equal Opportunities Policy and follow this with regard to its own staffing as well as its professional practice.

Be committed to staff development. Staff should have, or be working for, appropriate vocational qualifications and work to associated occupational standards.

Provide a physical environment that is suitable for the purpose of service delivery and fulfils the key principles of confidentiality and accessibility.

Ensure that information bases cover the full range of needs of the target groups for that service. Information should be accurate and up-to-date and in a form accessible to the individual.

Be committed to working collaboratively with other agencies in the interests of their clients.

Demonstrate a commitment to working within the AGCAS network of Careers Services.