



Code of Principles

Pathfinder Trust is committed to following the principles and practice which have been guided by the Institute for Learning's Code of Professional Practice.

Our Code of Principles applies to all activities and situations relating to information, advice and/or guidance in the contexts of learning and work. The Code takes into account the interests of the individual receiving the IAG service and their needs should be paramount. It complements and informs the Matrix quality standard for information advice and guidance services.

The Principles are interdependent and the Code is designed to be applied in its entirety.

• **Impartiality**

The information, advice and guidance we provide is impartial. We declare any factors which might limit the impartiality of the service we offer to an individual. This includes provision reflecting the vested interests of the provider and/or the provision of incomplete information on opportunities for learning and work.

• **Confidentiality**

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

• **Client focused**

The IAG process is focused on the needs of the individual, whose interests are paramount. Staff respect the rights of learners and colleagues in accordance with the relevant legislation and organisational requirements.

• **Equality of Opportunity**

Equality of opportunity underpins all aspects of our provision, including the activities and behaviours of our staff. Staff are expected to act in a manner which recognises diversity and to undertake training to meet their professional responsibilities.

• **Transparency**

All processes will be open and transparent. All opportunities are explained in clear language, appropriate to the individual, and include a clear explanation of signposting or referrals to other agencies.

• **Accessibility**

Services are publicised and promoted to support accessibility to all users. All promotional material will be made available in appropriate languages, method of delivery and locations as required. Staff take reasonable care to ensure the safety and welfare of learners and comply with relevant statutory provisions to support client's wellbeing and development.

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