

Information, Advice and Guidance: Quality Assurance Framework

Dyslexia Cornwall is committed to ensuring that all staff gain, maintain and develop the skills and knowledge necessary to meet the needs of our service users. To ensure that our Information, Advice and Guidance services meet the necessary competency requirements the following Quality Assurance Framework will be implemented.

This Quality Assurance Framework provides staff with the opportunity for observed interactions in order to gain feedback on strengths and areas for improvement in information, advice or guidance delivery. It also encourages the staff to reflect on how to maintain and reinforce effectiveness and how to integrate information, advice or guidance principles in service delivery.

All staff who are responsible for delivering our Information, Advice and Guidance services will be assessed against the following competency standards:

Competency Standard	Evidence of Competency	
	Staff can...	
Understand the relationship between information, advice or guidance.	Define information, advice or guidance and explain the relationship between them.	Essential
	Analyse the scope of provision within the context of own information, advice or guidance practice.	Desirable
	Evaluate own role in providing information.	Desirable
Demonstrates how to explain the information, advice or guidance service and own role, agreeing use of the service with clients	Explain the information, advice or guidance service available and own role within it to a range of clients.	Essential
	Agree with clients how the service can meet their needs and further support services accessed.	Essential
	Explore and agree the purpose of the interview with individual clients to ensure their requirements are clarified	Essential
Understand the importance of confidentiality, data protection and impartiality in interactions with clients	Describe impartiality to the clients and why this is important.	Essential
	Explain, with examples, how to ensure confidentiality in interactions with clients.	Essential
	Explain situations when it may be appropriate to break the boundaries of client confidentiality.	Essential
	Explain the data protection policy to the clients and why this is important.	Essential

Competency Standard	Evidence of Competency	
	Staff can...	
Demonstrates effective communication skills in the delivery of information, advice or guidance.	Use a range of appropriate questioning styles to encourage communication with clients.	Essential
	Use a range of effective listening skills.	Essential
	Use a range of effective non-verbal communication skills	Essential
Explores a range of options with the client to meet their requirements	Clarifies and confirms client's requirements with them.	Essential
	Agree with the client a suitable range of options relevant to their requirements.	Essential
Agrees an appropriate course of action with the client.	Summarise the interaction with the client highlighting key points discussed.	Essential
	Agree a course of action with the client that is realistic and achievable, identifying any issues they may face.	Essential
	Agree with the client how a course of action will be reviewed.	Essential
Understand equality and diversity in relation to information, advice or guidance.	Give examples of ways in which own practice adheres to organisation's equality and diversity policy in interactions with individual clients.	Essential
	Explain ways in which behaviour inconsistent with organisation's equality and diversity policy may be challenged in relation to own information, advice or guidance practice.	Essential
	Explain the purpose of monitoring in relation to equality and diversity.	Desirable
Understand own organisation's policy on record keeping, data protection and confidentiality.	Explain the confidentiality and data protection policies of own organisation.	Essential
	Clarify the importance of accurate recording and record-keeping in maintaining client confidentiality	Essential
Identifies personal development needs.	Summarises own strengths and their relevance to information, advice or guidance.	Essential
	Plans own knowledge and skills development.	Desirable
Recognise the limits of own ability and role in relation to delivering information, advice or guidance.	Demonstrate ability to recognise and report the limits of own ability and role.	Essential
	Demonstrate appropriate action to take when limits of own role are exceeded.	Desirable

Staff will be assessed against the following levels of competency:

Outstanding: Meets all the essential and desirable evidence of competency descriptors.

Good: Meets all essential evidence of competency descriptors.

Needs improvement: Does not meet all the essential evidence of competency descriptors.

Levels of staff competency will be assessed through:

Activity:	Frequency
Observation of work <i>Workshops and advice sessions</i>	Each staff member will have their practice observed once every 6 months
Auditing of initial contact forms and action plans/ reports	Information, advice and guidance paperwork will be reviewed on a monthly basis with feedback provided every 3 months.
Supervision sessions <i>Oral questions and answers</i>	Each staff member will attend a quarterly team supervision meeting to review best practice and identify training needs.
Review of client feedback	All delivery staff will be given a review of client feedback every 3 months.

Any staff member who does not meet the required standard of competency will be offered:

- Training relevant to their development needs
- Coaching and mentoring support from an experience/ competent team member
- Individual supervision
- Additional observation assessments until essential competency standards have been met.

Monitoring and review

The Board of Trustees, will regularly review the operation of this policy.

This policy has been approved and authorised by the Trustees of Dyslexia Cornwall.

Signed:



Name: Barbara Hewett-Silk

Position: Chairperson

Date: 4th May 2018

Next review due: May 2019