

IAG Code of Conduct

The Principles for Coherent Information
Advice and Guidance delivery are:

Accessible and Visible

MI COMPUTSOLUTIONS services should be recognised and trusted by clients, have convenient entry points from which clients may be signposted or referred to the services they need, and be open at times and in places which suit client's needs;

Professional and Knowledgeable

MI COMPUTSOLUTIONS frontline staff do have skills and knowledge to identify quickly and effectively and client's needs. They do have the skills and knowledge either to address the client's needs or to signpost or a referral to suitable alternative provisions;

Effective Connections

Links between **MI COMPUTSOLUTIONS** services should be clear from the client's perspective. Where necessary, clients will be supported in their transition between services;

Availability, Quality and Delivery

MI COMPUTSOLUTIONS services is targeted at the needs of the clients, and be informed by social and economic priorities at local, regional and national levels;

Diversity

The range of **MI COMPUTSOLUTIONS** services do reflect the diversity of client's needs;

Impartial

MI COMPUTSOLUTIONS services do support clients to make informed decisions about learning and work based on the client's needs and circumstances

Responsive

MI COMPUTSOLUTIONS services do support clients to make informed decisions about learning and work based on the client's needs and circumstances;

Friendly and Welcoming

MI COMPUTSOLUTIONS services do encourage clients to engage successfully with the services;

Enabling

MI COMPUTSOLUTIONS services do encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implications for both learning and work in their future career plans;

Awareness

Clients are made aware of the **MI COMPUTSOLUTIONS** services that are relevant to them, and have well informed expectations of those services;