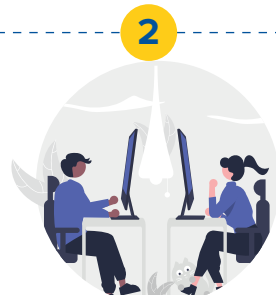


An Organisations Journey through the matrix Standard Elements



Purpose

The nature of the IAG (Information, Advice & Guidance) delivery will be tailored to the overall purpose and context/environment of the organisation and what it aims to achieve.



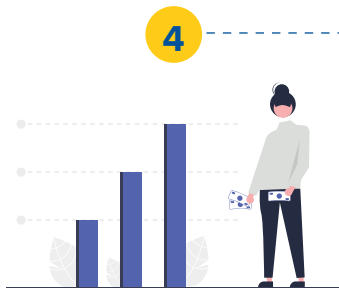
Resources

Appropriate human, physical and digital resources are required to provide a framework for the effective delivery of IAG.



Offer

People who are eligible to access the IAG need to have a clear understanding of what is available. This provides both help to determine if this is the appropriate service for them and they know what to expect



Delivery

The IAG provided needs to meet the needs of those receiving it and be customer-centered. To ensure that the service is tailored to these needs there is a clear exploration of those needs, with agreed actions planned to enable progress.



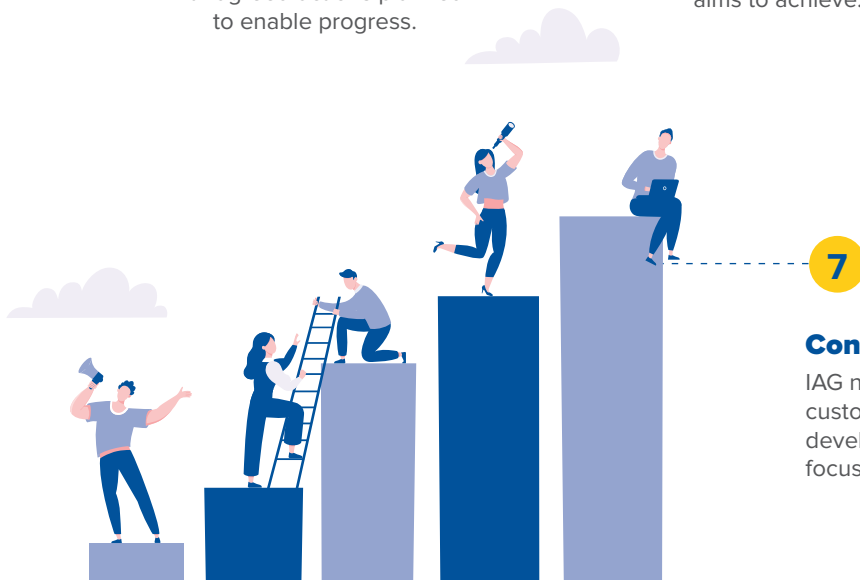
Outcomes for Individuals

The nature of the IAG (Information, Advice & Guidance) delivery will be tailored to the overall purpose and context/environment of the organisation and what it aims to achieve.



Impact for the Organisation

There needs to be a clear understanding of the overall impact of the delivery of IAG which may be at cohort, service, organisation and wider benefits to ensure that the combination of offer, delivery, enablers and outcomes are supporting change.



7

Continuous Improvement

IAG needs to continue to meet the needs of its customers, by ongoing review, evaluation and development the IAG aspects will remain 'customer focused'.