

# Code of Principles

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Intech Centre is committed to following the Guidance Council's Code of Principles. The Guidance Council's 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 information, advice and guidance providers, employers and providers of education and training but states clearly that the interests of the individual receiving the service should be paramount. The Code will be of value to individuals and organizations involved in all aspects of information, advice and guidance for learning and work across the range, whether or not they are members of the Guidance Council. This Code complements and informs the **matrix quality standard for information advice and guidance services** which is promoted and maintained by the Guidance Council.

## The Code of Principles

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

### Impartiality

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

**Our vision is of a world where high quality guidance about education, skills and work is a reality – accessible to all, when and how they need it – throughout their lives.**

### Confidentiality

The 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.

### Client focused

The 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 behaviors of the provider, and the opportunities to which the process leads. Providers should be able to demonstrate how they provide equality of opportunity.

### Transparency

The process itself should be open and transparent. Providers should explain in clear language, appropriate to the individual, how they will deliver the service and any links they have to other agencies and services.

### Accessibility

Services should publicise, promote and make the delivery of support accessible to any eligible user. This includes stating target clientele, availability and other relevant arrangements clearly, in appropriate languages, locations and publications. It also includes removing any physical or cultural barriers for users in the target group.