



Northern Cultural Skills Partnership

NCSP Information Advice and Guidance Statement of Service

Aims

- To link people working in the creative and cultural sector with professional development opportunities
- To provide relevant, current and valid information, advice and guidance to creative and cultural sector practitioners, and to those aspiring to work in the cultural sector

NCSP is committed to equal opportunities. We try to work towards the removal of barriers to professional and personal achievement, which result from prejudice, stereotyping and discrimination. No person will be treated less favourably on the grounds of race, religion, religious belief, ethnic or national origin, gender, age, marital status, sexual orientation, disability or political beliefs.

Introduction

We offer a service to NCSP members who are seeking information, advice or guidance about Continuing Professional Development (CPD), and opportunities for CPD in the creative and cultural sector. Staff are employed by NCSP but advice and guidance is always impartial and in the best interests of each individual client and is not influenced by any NCSP targets or any other organisations' targets.

Who can use our service

- Creative and cultural practitioners living and/or working in the North East
- Those aspiring to work in the creative and cultural sector
- Employees of creative and cultural organisations

What we offer NCSP members

- One-one Professional Development Planning sessions
- Telephone and/or email enquiry and information/advice service
- Signposting to relevant and appropriate sources of support
- Access to toolkits to help individuals and organisations identify their development needs
- Tailored response to identified development needs
- Access to all resources on the NCSP website including Funder Finder

Professional Development Planning Sessions

One-one professional development planning sessions help you examine where you/your business is now, your future plans and goals and how best to achieve them. Creative people don't stand still and managing a process of continuing development can be difficult, especially for sole traders, freelancers and micro businesses with limited time and resources. The session helps you take stock and signpost you to information about where to get help, whether that's pointing you in the direction of people with specialist knowledge and contacts, or relevant courses or sources of finance.

NCSP's Role

At the start of the meeting, we will agree with you the structure of the session and the issues you want to focus on.

We can offer you:

- Help in self-reflection, identifying and analyzing the skills you have to offer and looking at areas where you are less confident in your skills
- Help in goal-setting and production of a realistic Action Plan
- Support in decision making and prioritizing actions
- Accurate and up-to-date information
- Alternative sources of information and help where appropriate

We cannot:

- Tell you what to do or make decisions for you
- Write application forms, proposals, letters, CVs for you
- Give legal advice

Member's Role

- To provide NCSP with as much information as possible to enable use to assist you
- To be aware that all of your development needs may not be dealt with in one session
- To recognise that you are accountable for your decisions and NCSP cannot tell you what to do

Preparation – Think carefully about the issues that you wish to discuss with NCSP and what background information would be useful. Remember that the 'agenda' for the meeting is yours. To help you with this, you will be asked to complete a Pre-Meeting Form.

NCSP will make brief notes of the points discussed in your one-one session and an Action Plan will be emailed to you after the discussion. In compliance with Data Protection Act 1988, all of the information you disclose will be treated confidentially and will not be divulged outside of NCSP IAG team.

After the session – You will receive an Action Plan and any relevant information to help with your next steps. We are keen to know your views about the service and we will therefore send you an evaluation form after the meeting to gauge the effectiveness of the service. This valuable feedback helps inform our continuous improvement plans for the organisation and we very much value your contribution/feedback.

What you can expect from NCSP

- Helpful and welcoming staff who as well as being professionally trained, update their knowledge through continuous professional development, attendance at training events, links and liaison with key organisations
- Staff possess a range of qualifications including Advice and Guidance at Level 4
- Staff working on your behalf to help you
 - identify your development needs
 - clarify and talk through your aims and vision
 - find out about available support
 - signpost to relevant agencies and/or organisations/individuals
- up-to-date information sources
- good links with creative and cultural organisations and business support agencies so that any advice/signposting is informed and realistic
- staff committed to Equal Opportunities
- adherence to principles of confidentiality by all staff
- adherence to NCSP's Complaints Procedure if any complaints are made about us

In addition, staff work to the following codes and standards:

- CreativePeople Best Practice Guide for Information, Advice and Guidance giving organisations
- We are working towards matrix quality standard for Information, Advice and Guidance giving organisations
- The National IAG Board Principles
- NCSP Equal Opportunities Policy

All of the above codes and principles are available upon request. Staff also attend training and are updated on current legislation and how it impacts on service delivery.

How you can help us improve our service

Let us know if:

- You have any suggestions about improvements to our service
- You have had any difficulty accessing the service (such as accessing the website, telephone, email, making appointments etc)

- There is an Information, Advice and Guidance service we are not currently providing
- You have ideas for improving the website

Your comments and feedback will be used to evaluate our service. We aim for the highest standards in our work and welcome feedback as a way of monitoring and improving our performance. If you would like to comment on our work you can do so via the website, telephone or email. If you wish to make a complaint, you should ask for a copy of our Complaints Procedure.

Our website is at www.ncsp.co.uk and provides the following:

- On-line registration
- Access to development needs analysis toolkits for individuals and organisations
- Searchable diary of regional and national training and professional development opportunities
- Funder Finder – specialist software to help you identify appropriate funders for your CPD needs
- Case studies and research about the creative and cultural sector
- Signposting to organisations who can help with CPD opportunities

How to contact NCSP:

We are based at Holy Jesus Hospital

City Road

Newcastle upon Tyne

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Telephone 0191 233 3860

Email info@ncsp.co.uk

Fax 0191 233 3860

www.ncsp.co.uk