



**ENABLE**

The Voluntary and Community Sector  
Learning and Skills Consortium

# Signposting Procedure

## Change History

<b>First Published:</b>		04/12/2005	<b>Originally Created by:</b>	Accreditation Lead
<b>Person Responsible for Policy:</b>		Enable CEO		
<b>Date of Review</b>	<b>Reviewed by</b>	<b>Policy changes</b>	<b>Approved by</b>	<b>Date of next review</b>
19 Feb 2018	Standards Officer	Small changes to wording and referencing	Operations Manager	24 July 2018
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21/04/2020	SMT	No Changes	CEO	21/04/2021

### Purpose

Signposting takes place when a service user requires information, advice or guidance which is outside the scope of the original organisation. The service user would then be signposted to a more appropriate provider more able to meet the service user's needs.

### Scope

This procedure covers the service offered by Enable.

### Responsibilities

**Operations Manager, Standards Officer, Apprenticeship Contract Manager, Apprenticeship Tutors and Delivery Partners:** To ensure that all service users receive quality IAG and an individual tailored programme to suit their needs.

### Procedure

- Explain to the service user the reason for suggesting to him/her why another provider might be able to help
- Check with service user that they are happy with the advisor passing on their contact details to the other agency
- Give a contact name, telephone number and address to the service user for the alternative agency, and where possible a location map and brief details about what the other agency can offer
- Check that the service user understands why he/she is being signposted to another agency and that he/she is happy with the arrangement
- Ensure the service user understands who to contact if the signposted agency is unable to help