

**News Release**  
4<sup>th</sup> October 2004

## **Learning and Skills Council selects Tribal for Dorset Information, Advice and Guidance services**

Tribal Managed Services has won the contract to manage the information, advice and guidance (“IAG”) service for learning and work for adults across Bournemouth, Dorset and Poole. The contract was awarded as a result of the National Learning and Skills Council’s re-tendering process, in a bid to improve local IAG services.

The Government is taking action to improve the quality, consistency and visibility of all IAG services to adults. Their goal is to develop an integrated service which brings together the national **learnirect** advice service with local IAG services, with the aim of increasing visibility and accessibility of advice services for adults. Tribal also manages the **learnirect** centres in Dorset, Somerset, Devon and Cornwall, making the company well placed to embrace the move towards an integrated service.

Tribal is a leading provider of support services to the education sector with extensive experience in strategic and operational management in the learning and skills sector. The company’s vision for the delivery of information and advice to adults in Dorset is to create an integrated and coherent partnership offering a full range of IAG services to individuals in the community and those in the workplace, particularly those below level 2 achievement. Working in partnership with key organisations across the county, the IAG service will be able to offer a ‘no wrong door’ service to all adults.

The contract between Tribal and the Learning and Skills Council will see Tribal taking over the management of all IAG providers in the Dorset region. With these subcontracting partners being accredited against the **matrix** Quality Standard, a national quality standard for all organisations delivering IAG services, Tribal can be confident in Bournemouth, Dorset and Poole’s contribution to the delivery of high quality services.

Lyn Gardner, IAG Director, is confident that the new requirements from the Government’s vision can be achieved. “With the managed service expertise of Tribal, the skills and experience of the existing team and the access through qualified and quality assured providers, I am confident that we can meet or exceed the requirements of the new contracts.”

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## Notes to Editors

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### **Tribal Managed Services**

Tribal Managed Services, a Tribal Technology business, is a key delivery partner for strategic and operational management services for the learning and skills sector. Tribal Managed Services provides management support and consultancy in areas, such as IT, information management, e-learning, finance and human resources, to the public sector. Tribal is already delivering managed services of these functions in public sector organisations across the UK. The management of IAG services will be delivered through Tribal Hubs Ltd, a subsidiary company of Tribal Group plc.

[www.tribalmanagedservices.com](http://www.tribalmanagedservices.com)

[www.tribalhubs.com](http://www.tribalhubs.com)

### **matrix Quality Standard**

The matrix standard is a national quality standard for all organisations delivering information, advice and guidance services on learning and work. The Standard defines best practice, promotes continuous quality improvement and ensures the high-quality of provision of IAG, enabling people to make informed choices and decisions about their future.

[www.matrix-quality-standard.com](http://www.matrix-quality-standard.com)