



Careers Education,  
Information, Advice  
and Guidance  
(CEIAG) Policy



## Careers Education, Information, Advice and Guidance Policy

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### 1. Scope and Purpose

- 1.1 The purpose of the policy is to set out the Careers Education Information, Advice and Guidance services the College commit to provide to prospective and current learners and the parents of learners under the age of 18.
- 1.2 The policy is designed to ensure consistent, effective and fair treatment for all. This policy has been impact assessed to ensure that it does not adversely affect users on the grounds of sex, transgender, marital or civil partnership status, racial group, nationality, sexual orientation, religion or belief, disability of age.
- 1.3 The policy should be read in conjunction with other College policies and procedures including Admissions, Equality and Diversity, Data Protection, Freedom of Information, Teaching and Learning, Safeguarding and Tutoring policies, etc.

### 2 General Principles

- 2.1 Careers Education Information, Advice and Guidance (CEIAG) is provided on the College website, the student intranet, the College prospectuses and is available free of charge to any individual on request.
- 2.2 Learning and training information is provided by the Advice and Guidance team and, depending on the nature of the query, by other support or curriculum staff. Advice covers areas such as careers information, employability/Labour Market Information, work experience, the importance of Maths and English qualifications and progression into work, apprenticeships or university. The service embeds the software package, Start Profile, which provides learners with information on career pathways and help us to deliver insightful, employer-led content. Where the College does not have the information

being requested, it will seek the information on behalf of the individual or provide the individual with the name and contact details of the relevant organisations.

**2.3** Advice is provided on an impartial and confidential basis to help clients to make informed decisions about their future career and the most appropriate pathway for their continued development. Advice and guidance is provided by the Careers team and other support and curriculum staff.

### **3 Responsibilities of Staff**

**3.1** Staff are responsible for ensuring that any enquiry they receive for CEIAG is passed to the appropriate member of staff and that the individual requesting information receives a response within three days of their request.

**3.2** CEIAG and other support and curriculum staff work with prospective and current students to provide careers information, at different stages in the learner journey as shown in appendix 1.

### **4 Statement of Service**

**4.1** The College provides:

- Pre-enrolment information and advice and guidance both on-site and to local schools via outreach.
- Initial information, advice and guidance on learning and training opportunities, qualifications and support with learning.
- On-going careers education, information, advice and guidance on learning and work issues through personal tutors, assessment, support services, careers events, counselling and referral to specialist organisations.
- Special sessions provided to work with and support various targeted groups.
- Careers Education Information, advice and guidance on progression routes including Further and Higher Education, Apprenticeships and employability.

**4.2** The College CE IAG services are impartial, free and can be accessed via face to face sessions, telephone or email. The College endeavours to provide the CEIAG in a format most appropriate to the client.

### **5 CEIAG Delivery**

**5.1** The College:

- Provide a stable careers programme with high quality, impartial careers education and guidance to support a comprehensive careers education programme helping students meet their aspirations for their chosen pathway.
- Promote Learning from career and Labour Market Information, by working with employers to ensure that skills for employment underpin the curriculum.
- Address the needs of each student, by recognising the importance and value of personal development, behaviour and welfare.
- Link curriculum to careers, by embedding activities that enrich the learner's experience.
- Maximise encounters with employers and employees to ensure that skills for employment underpin all curriculum design.
- Facilitate encounters with Further and Higher Education and provide comprehensive information to aid this progression.
- Provide Personal Guidance, especially at times of significant study or career choices.

## 6. CEIAG – Health

The College offers information and advice on personal wellbeing through the student counselling service, on-site nurse, student mentors and personal tutors, the safeguarding team, welfare officer and student finance.

## 7. CEIAG – Finance

The College offers information and advice via Student Finance on:

- Fees and loan schemes
- Financial assistance for low income families including lunch and breakfast vouchers and bursaries.
- Travel schemes

## 8. Careers Education

**8.1** The College provides a comprehensive careers education programme within its full-time further education study plan and seeks to ensure that along with the core vocational qualification our students are able to enhance their learning so that they leave the college more fully rounded and ready for the world of work. Our aim is to ensure that students have access to external employer and employee perspectives, providing direct experience so they understand where their choices will take them in the future.

A list of our employability activities may be found in Appendix 2.

## 9. Referral

**9.1** Clients are referred to appropriate organisations or internal departments based on the client's current situation and level of need.

**9.2** Clients are referred after joint discussion and agreement.

**9.3** Students indicate their progression intentions through their personal tutor who charts intentions, the CEIAG team support the process through IAG and applications are processed and issued. Designated tutoring days are allocated in March for level 1 and level 2 progression and in October for level 3.

## 10. Confidentiality

**10.1** All information gathered during discussion with a client is regarded as confidential. Any limitations with regard to confidentiality only apply to safeguard the individual from harming themselves or others following disclosure. The client is made aware of this at the start of a session.

## 11. Service Standards

**11.1** The College is committed to national CEIAG principles and individuals can expect the College to provide a service that is:

- Professional and knowledgeable
- Confidential
- Impartial
- Open and transparent
- Accessible and visible
- Committed to equality of opportunity
- Responsive

**11.2** The College will:

- Respond to all enquiries promptly, within 3 working days
- Refer to other learning providers and specialist organisations if we are not able to meet the client's needs.
- Provide prospectuses and course information leaflets
- Offer a range of open events at the College and at other locations, including schools and community events
- Maintain the College website
- Offer telephone and email accessibility
- Offer drop-in and booked appointments
- Aim to meet all school requests for outreach work.

## 12. Feedback

**12.1.1** The College welcomes feedback on the service we provide. Clients can give feedback anonymously if wished. The College uses the information received to improve the service.

**12.1.2** If our CEIAG services do not meet client expectations, we aim to try to resolve any issues informally at first. If the matter cannot be resolved this way, it is referred to our Quality office.

**12.1.3** Details of our Complaints procedure are available on the website or on request from the College.

## 13. Responsibilities

**13.1** The Deputy Principal – Planning and Information Services is a member of the Senior Management Team with responsibility for CEIAG.

**13.2** The policy is reviewed annually and complaints and compliments reported on.

## 14. Equality Impact Assessment

The CEIAG Policy is fully inclusive and does not negatively impact on any specific groups. The services provided are available and accessible to all.

## 15. CEIAG- COVID Pandemic Arrangements

During the COVID pandemic alternative arrangements for careers based activities were made for full lock down and for when the college was then opened, but social distancing needed to be adhered to.

### Full Lockdown

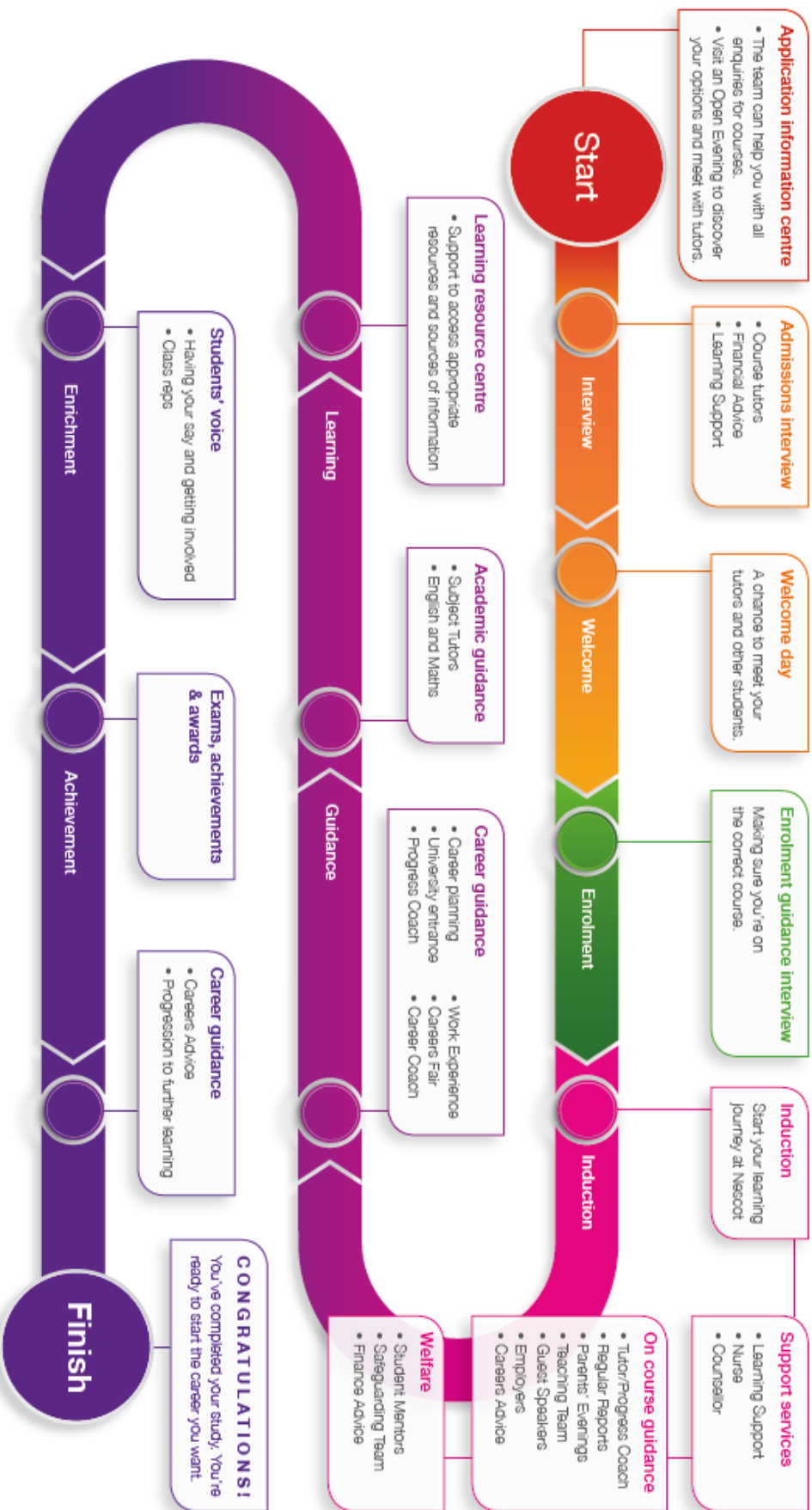
- A full service provision was provided remotely during lockdown, with one to one careers guidance available via phone, Zoom or Teams.
- Guest Speakers and Virtual Work Experience opportunities were provided through Google Classrooms, You Tube and webinars.
- An increased social media presence was maintained through Nescomms.
- Google Class Rooms was an option for interaction with students for requested options.

### Open with Social Distancing

- Depending on limitations one to one guidance is available where requested in person, but can also be given over the phone, Teams or Zoom.
- Visits to tutorial groups can take place in person with masking and 2 metre distancing adhered too.
- All other provision is offered in accordance to Government guidelines.
- All Government guidance is strictly followed and adhered too

## Appendix 1 – The Learner Journey Signposting Support Interventions

# Your learning journey starts here



If you do not know where to go for the help you need, ask at **Advice & Guidance** and we'll point you in the right direction.



## Appendix 2 – On Course Careers Education Programme

Students on our full-time further education study programmes are given the opportunity to engage in some or all of the careers related activities listed below during the course of their study at NESCOL.



Working in industries specific to area of study



Additional skills leading to qualifications that will aid employability



Progress towards grade 4 in GCSE English and/or Maths



Work experience



Safe working practices



CV writing and job application practice



Job searching and exploring careers and local market intelligence



Personal & social development



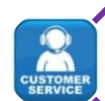
Personal finance



Equality & diversity



Interview preparation



Developing customer service skills





























Enterprise activities



## Appendix 3 - Schools That We Work With

Listed below are the schools that we have recently worked with as part of our schools outreach programme.

	Ashcombe School, Dorking		Beacon School, Banstead
	Epsom and Ewell High School		Blenheim School, Epsom
	Carshalton Boy's Sports College		Cheam High School
	Coombe Boy's School, New Malden		Coombe Girl's School, New Malden
	Esher College		Esher High School
	Glenthorne High School, Sutton		Glyn School, Ewell
	Blossom House School		St Andrew's RC School, Leatherhead
	Wandle Valley School, Carshalton		Rosebery School, Epsom
	Overton Grange		The Limes College, Sutton
	Therfield School, Leatherhead		Kingswood House, Epsom
	St Phillips, Chessington		Harris Academy
	Woodfield School Merstham		Greeholm School
	Howard of Effingham		
	horizon Cressey College		

## CEIAG Policy

<b>VERSION</b>	<b>V5</b>
Policy Originator	Head of CEIAG
Equality Impact Assessed:	
Approved by:	SMT
Date Approved:	Jan 2018
Review Interval:	1 year
Last Review Date:	December 2022
Next Review Date:	December 2023
Audience:	All Staff, External Stakeholders