

1. Policy Aim

1.1. Stoke on Trent College is committed to offering all students and prospective students (applicants) an effective and impartial programme of Careers Education, Information, Advice and Guidance (CEIAG). Our aim is to support students in making choices which will suit their interests and abilities, sustain their personal and employability development over time and enhance their life chances.

2. Scope and Purpose

2.1 The purpose of the policy is to set out the 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.

2.2 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 or age.

2.3 The policy should be read in conjunction with other College policies and procedures including Admissions, Equality, Diversity & Inclusion, Data Protection, Freedom of Information, Curriculum, Learner IAG and Support, etc.

3 General Principles

3.1 Information, Advice and Guidance (IAG) is provided on the College website, the student intranet, in College prospectuses and is available free of charge to any individual on request.

3.2 Learning and training information is provided by the Admissions, Careers & IAG teams and, depending on the nature of the query, by other support or curriculum staff. Advice covers areas such as employability, work experience, the importance of Maths and English qualifications and progression to university. The service embeds the software package, Career Coach which provides learners with information on career pathways and live local labour market data. 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.

3.3 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 are provided by the Admissions, Careers & IAG teams, other support and curriculum staff.

4. Responsibilities of Staff

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

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4.2 Advice and Guidance, other support and curriculum staff work with prospective and current students to provide information, advice and guidance at different stages in the learner journey as shown in appendix 1.

5. Policy Statement

5.1 The College provides:

- Pre-enrolment information, 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, funding, travel and childcare issues.
- 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.
- Information, advice and guidance on progression routes including Further and Higher Education, Apprenticeships and employability.

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

6. IAG Delivery

6.1 The College:

- Offers impartial information and advice on choosing the most appropriate learning programmes to suit the needs of individual students including an awareness of English and Maths within the programme of study.
- Provides information and advice on local and national learning and training opportunities.
- Aims to meet the needs of the local economy by providing information and advice related to business training needs.
- Supports current students during their learning by providing careers advice and guidance.
- Encourages its staff to provide learning opportunities in real working environments.
- Offers students support in preparing for and finding employment, apprenticeship opportunities and work experience through the Employer Hub.
- Helps students to develop career management skills and raise awareness of future career options.
- Maintains up to date, relevant careers resources on the options available, including access to IT based careers packages.
- Offers on-site careers services for all ages.
- Supports students in progression to their chosen destination.
- Works with the National Careers Service.
- Offers an on-line application system for convenience.
- Promotes the welfare and educational achievement of looked after children, care leavers and other vulnerable learners.
- Ensures all possible steps are taken to oversee the identification of looked after children, care leavers and other vulnerable learners who enrol at the college so that appropriate financial, academic, social and emotional support can be offered.

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- Recognises that looked after children may be particularly vulnerable and they will be offered access to mentors to build a positive relationship, increase confidence and motivate achievement in education.
- Works with our local schools to provide an outreach programme, providing impartial IAG sessions, attending careers event and parents evening, facilitating application workshops, hosting group visits to the college and providing information in school assemblies.

7. IAG – Health

7.1 The College offers information and advice on personal wellbeing through Student Assistance, the Counselling service, Mentors and Personal Tutors, the Safeguarding team, the Health & Wellbeing officer and visiting health professionals.

8. IAG – Finance

8.1 The College offers information and advice on:

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

9. Careers Education

9.1 The College provides a comprehensive careers education programme within its full-time further education study programmes. The programme seeks to ensure that as well as studying their core vocational qualification that our students are able to enhance this with the opportunity to engage in additional learning activities designed to make them ready for work or higher education once they have finished their studies at the College. A list of our employability activities may be found in Appendix 1.

10. Referral

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

10.2 Clients are referred after joint discussion and agreement.

10.3 Students indicate their progression intentions through Proportal, their electronic ILP, and an application form is completed. The personal tutor charts intentions, Advice and Guidance team support the process through IAG and interview arrangements where required.

11. Confidentiality

11.1 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.

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12. Service Standards

12.1 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

12.2 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.

13. Feedback

13.1 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.

13.2 If our IAG 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.

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

14. Responsibilities

13.4 The Director of and Student Services is responsible for the development and implementation of this policy.

14. Monitoring and Review

14.1 The Assistant Principal Curriculum & Support. Regular reports and recommendations on all aspects of the policy will be provided to the Executive Team and Corporation Board as appropriate. This Policy will be reviewed on an annual basis.

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15. Approval

Approved by the College Executive Team



Signed:
(Principal & Chief Executive)

Endorsed by the College Corporation



Signed:
(Chair)

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Appendix 1 – 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 Stoke on Trent College.

-  Working in industries specific to area of study
-  Additional skills leading to qualifications that will aid employability
-  Progress towards grade C 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

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Appendix 2 – Careers Calendar 2020/21

	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July
CAREERS GUIDANCE												
1:1 Careers guidance appointments and drop-ins	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Careers advice at enrolment	✓	✓				✓						
Swap not drop interviews		✓	✓			✓	✓					
College open events – 1:1 Careers advice			✓	✓			✓	✓			✓	
Progression options group work							✓	✓	✓	✓	✓	
EMPLOYABILITY												
Work experience		✓	✓	✓	✓	✓	✓	✓	✓			
CV support		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Mock interviews		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Skills competitions – college, regional & Worldskills												
Employer/Career Presentations												
Visits to workplaces		✓	✓	✓	✓	✓	✓	✓	✓			
FE PROGRESSION												
Apprenticeship advice events								✓				
Next Steps Careers Fair									✓			
STUDENT DEVELOPMENT												
National Citizenship Service	✓											✓
Student Voice		✓	✓	✓	✓	✓	✓	✓	✓	✓		
Curriculum area career/progression events						✓			✓			
Resilience								✓				
Exam stress control course										✓		
HE PROGRESSION												
UCAS Clearing advice and support	✓	✓										✓

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UCAS applications		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
UCAS personal statements		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
UCAS application checks		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
University mock interviews			✓	✓	✓	✓	✓	✓	✓			
Help with UCAS Track						✓	✓	✓	✓			
Student finance presentations							✓	✓				
Student finance support: 1:1	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓
Visit to UCAS Convention											✓	
HE Fairs			✓						✓		✓	
Staffordshire University Bus							✓					
University visits			✓									

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