

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 Careers Education Information, Advice and Guidance (CEIAG) 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 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, Careers Coach, 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.

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.

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
8.6.17	10.09.18	05.07.19	22.7.20	22.7.21	20.10.22			

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. Statement of Service

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 CEIAG 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.

6. CEIAG Delivery

6.1 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.

7. CEIAG – 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. CEIAG – Finance

8.1 The College offers information and advice on:

- Fees and loan schemes.

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
8.6.17	10.09.18	05.07.19	22.7.20	22.7.21	20.10.22			

- 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 their personal tutor who charts intentions, the CEIAG team support the process through IAG and applications are processed and issued.

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.

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

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
8.6.17	10.09.18	05.07.19	22.7.20	22.7.21	20.10.22			

- 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 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.

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

14. Responsibilities

14.1 The Executive Director of Student and Digital Services is responsible for the development and implementation of this Policy.

15. Monitoring and Review

15.1 The Interim Vice Principal will monitor sections of this Policy. 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.

16. Approval

Approved by the Executive Team



Signed:
(Principal & Chief Executive)

Endorsed by the College Corporation



Signed:
(Chair)

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
8.6.17	10.09.18	05.07.19	22.7.20	22.7.21	20.10.22			

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

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
8.6.17	10.09.18	05.07.19	22.7.20	22.7.21	20.10.22			

Appendix 2 – Careers Calendar 2022/23

	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	✓	✓										✓

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
8.6.17	10.09.18	05.07.19	22.7.20	22.7.21	20.10.22			

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			✓									

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
8.6.17	10.09.18	05.07.19	22.7.20	22.7.21	20.10.22			