



New City College

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NEW CITY COLLEGE CAREERS EDUCATION, INFORMATION, ADVICE AND GUIDANCE POLICY

1. POLICY STATEMENT

This policy outlines New City College's (NCC) approach to Careers Education, Information, Advice and Guidance (CEIAG) for internal and external customers. The College aims to provide high quality CEIAG services that are accessible, and which support customers to enter and progress into learning and work.

2. CONTEXT

New City College recognises that students and other users need the right advice at the right time and with appropriate support. Therefore, we put our service users first and provide quality services in ways that are flexible, responsive, friendly and efficient. NCC has a moral and ethical obligation to ensure all students are recruited and advised with respect and integrity. The college works in collaboration with the National Careers Service (NCS) to provide adult CEIAG. The Careers Team take part in Continued Professional Development and are committed to ensuring all enquiries are given the highest priority.

3. AIM

The CEIAG services at NCC will enable students and external users to:

- 3.1** Develop an awareness and understanding of the range of opportunities for learning, work and career development available to them.
- 3.2** Gather, understand and interpret information and how to apply it to their own situation.
- 3.3** Consider and explore a range of options, according to their own needs and circumstances.
- 3.4** Improve their own success, progress and employability through access to high quality CEIAG and outstanding learning opportunities.

4. OBJECTIVES

- 4.1** Meet the strategic aims of the college by providing innovative opportunities to help our students and service users find employment and preparing them for their future careers.
- 4.2** Help our students and customers to understand the various learning and employment opportunities available, and find ways of overcoming barriers, which might obstruct learning, development and employment opportunities.
- 4.3** Provide advice and guidance which helps remove barriers that stand in the way of personal and economic choices of individuals.
- 4.4** Ensure that CEIAG services are delivered in accordance with the assessment criteria within the four elements of the matrix Standard.
- 4.5** Deliver CEIAG in accordance with, and working towards, the Gatsby benchmarks.
- 4.6** Work to National Careers Service (NCS) objectives and guidelines and understand more about individual needs, realistic and aspirational opportunities and the length of time this may take.
- 4.7** All information, advice and guidance provided by this service is considered confidential, unless there is a risk to the individual concerned or others.
- 4.8** Increase the numbers of queries and applications, which lead to enrolments through the provision of timely and high quality CEIAG services.

- 4.9 Increase customer satisfaction through CEIAG delivery, and actively seek opinions of our students and external customers in order to improve the quality of the CEIAG services.
- 4.10 Improve student retention, success and achievement rates and measure the impact of the CEIAG services on these.
- 4.11 Improve the percentage of students that positively progress to Further Education, Higher Education, Apprenticeships or employment after receiving CEIAG at the College.
- 4.12 Monitor and ensure equality of access to impartial CEIAG for the diverse groups of students in the college, such as BAME, EHCP, LAC, SEND etc.
- 4.13 Widen the network and range of appropriate partners and external agencies with which the NCC Careers Team work.
- 4.14 Update and improve careers, progression, UCAS and employability resources, providing up-to-date impartial and effective CEIAG for students and customers that use the service.
- 4.15 Staff to update their knowledge and skills through Continued Professional Development (CPD).
- 4.16 Develop the College business model to offer impartial CEIAG services to other local organisations including schools in their implementation of the Gatsby benchmarks.

5. PRINCIPLES

NCC adopts the following principles as a basis for its CEIAG Services:

5.1 Accessibility and visibility

We aim to provide recognised and trusted CEIAG services which are publicised, signposted, and made available to all students and customers at times and venues which suit their needs. Utilising the online student Virtual Learning Environment (VLE) and ILPs we aim to ensure students have up-to-date resources within their reach.

5.2 Professional and knowledgeable staff

CEIAG frontline staff are appropriately trained and qualified to provide a high level of service. They have the skills and knowledge to identify and address quickly and effectively the customer's needs, or to refer them to suitable alternative provision. Information provided by the services is up to date, accurate and clear.

5.3 Availability and quality of delivery

Our CEIAG services are targeted to the needs of our students and customers. CEIAG interventions are recorded and audited to ensure quality.

5.4 Impartiality

Our CEIAG services aim to support students to make informed choices on Study Programmes and progression routes, based on their needs, interests and circumstances.

5.5 Diversity

The range of CEIAG services reflects the diversity of customers' needs. Information and guidance is accurate and inclusive, meeting the needs of all people irrespective of age, ability, ethnicity, religion, sexual orientation or gender.

5.6 Responsiveness

Our CEIAG services aim to reflect the present and future needs of our students and customers and the local Labour Market demands.

5.7 Friendly and welcoming service

We aim to provide services which encourage our students and customers to successfully engage with us.

5.8 An enabling service

Our CEIAG services aim to engage and support students and customers in becoming lifelong learners, allowing them to explore and plan their careers through access to and use of information.

5.9 Service awareness

We aim to make service users aware of the relevant CEIAG services available to them and to have an informed expectation of those services. We also aim to ensure students understand the importance of attendance, and how 'good attendance' will impact on their academic success and future careers.

5.10 Data Protection and Confidentiality

Any records maintained as part of the CEIAG process should be kept in accordance with GDPR, Data Protection and Confidentiality Guidelines.

6. PROCEDURES

New City College will:

- 6.1** Make clear in promotional material the opportunities available to learners and ensure all published information is current, accurate and updated regularly.
- 6.2** Provide accurate and appropriate Information and Advice on all aspects of the college and its courses and where necessary signpost to appropriate alternative services.
- 6.3** Provide CEIAG in collaboration with the National Careers Service (NCS), ensuring high quality CEIAG is available to adult service users in line with NCS quality standards.
- 6.4** Respond to requests for information in a prompt and efficient manner by the end of the following working day.
- 6.5** Give CEIAG at Open Events and other promotional events in order to offer guidance services to potential students and their parents/guardians.
- 6.6** Provide on-programme year-round informed and impartial guidance services through individual appointments.
- 6.7** Address the individual aspirations of each student/customer during guidance sessions and oversee CEIAG for students progressing internally and externally (including to Higher Education).

7. MANAGEMENT RESPONSIBILITY

- 7.1** Measure and improve the quality of CEIAG through various sources such as: matrix accreditation processes, careers guidance observations, staff feedback, learner feedback, self-assessment, feedback from other organisations.
- 7.2** Ensure the NCS service is accessible, delivered to the highest standards, adhering to quality standards and contractual protocols and procedures.
- 7.3** Oversee the availability of on-course CEIAG and associated activities.
- 7.4** Ensure that marketing and publicity materials, are representative, accurate and updated as necessary during the year.
- 7.5** Ensure an annual review of the CEIAG Policy and Procedures associated with it.
- 7.7** Ensure relevant careers events, school open events, parents' evenings and local community activities have NCC representation in order to offer pre-entry Information, Advice and Guidance.
- 7.8** Ensure social distancing measures are in place when necessary, and adhered to for CEIAG delivery.
- 7.9** Provide access to online provision and virtual CEIAG services as required.

8. MONITORING

- 8.1** The Policy is monitored by the Group Director Student Support and the Group Head of Careers and IAG.
- 8.2** The Group Head of Careers and IAG produces an annual Careers Team SAR.
- 8.3** The Group IAG Manager produces an annual SAR and QIP for the National Careers Service (NCS) contract agreement between Prospects Services and NCC.
- 8.4** The CEIAG service is subject to Matrix Reaccreditation every three years with annual Continuous Improvement Checks (CIC).
- 8.5** Students and clients are invited to evaluate the service via Microsoft feedback forms after interviews and group work; through organised focus groups and through regular learner surveys.
- 8.6** Members of staff can evaluate the service through CEIAG team meetings, SCM and GCD meetings.

9. REVIEWING THE POLICY

The Policy will be reviewed on an annual basis and if necessary revised in the light of legislative or organisational changes. The improvements will be made as a result of an established annual review.