



# Skills and Training Services (STS) Local Operating Procedure

## Careers and Education, Information, Advice and Guidance Policy


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### Approval

Name	Job Role	Date	Signature
Jenn Palmer	Programmes Lead - Employer Services	22/11/2023	

### Change Control

Any requested changes to this document should be emailed to: [jennifer.palmer@serco.com](mailto:jennifer.palmer@serco.com)

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### **Policy Statement**

The purpose of this document is to outline the Careers, Education, Information, Advice and Guidance (CEIAG) services Skills and Training Services (STS) commits to provide. CEIAG services are available to prospective and on programme students, apprentices, and employers. 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 anyone on the grounds of sex, gender, marital or civil partnership status, racial group, nationality, sexual orientation, religion or belief, disability, or age.

This policy should be read in conjunction with the other STS policies which can be found on the following website: <https://www.serco-ese.com/serco-education/policies-statements>.

The term “learner,” within this policy, is used to describe all learners and apprentices involved with Skills and Training Services, this also includes those learners enrolled with subcontractors.

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### **General Principles**

CEIAG is embedded throughout the learners’ journey from initial assessment, through to one to one and progress review sessions. Additional opportunities will be offered at key stages of the programme and to any individual on request.

Where STS, or its partners, do not have the information requested, it will signpost learners to the relevant organisation.

Advice provided is impartial and confidential to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development.

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### **Statement of Service**

- STS offers initial information, advice and guidance on learning options, qualification pathways and support with learning.
- Information, advice, and guidance on progression routes including Further / Higher Education, careers and work-based learning is offered as the learner progresses through their programme.

The CEIAG services STS provides are free and can be provided through face-to-face, telephone, or written format, as well as digital platforms such as Microsoft Teams. STS promotes and supports, equality of opportunity and wherever possible, will seek to provide information in a format which suits the needs of the individual.

STS’s Statement of Service is available at [Appendix B](#).

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### **Learning and Training CEIAG**

- STS offers impartial information and advice on choosing the most appropriate learning programmes to suit the needs of individual learners.
- STS aims to meet the needs of employers by providing information and advice related to business training needs.
- STS supports learners during their learning and training with specialist advice in all aspects of learning.

- STS maintains and publicises up-to-date information on all its programmes and support services.
  - STS will signpost, where relevant, to other appropriate agencies and providers.
  - STS will provide a one-to-one CEIAG support session to any learner who is considering changing their course or to withdraw from programme to enable them to make informed choices on their next steps.
  - STS will provide any reasonable advice on learning routes available to any learner that withdraws from a programme (including any learner whose employment is terminated).
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### **Careers and Education Information Advice & Guidance**

- STS supports learners during their learning and training with ongoing careers advice and guidance.
  - STS helps learners to progress, in learning and at work, by removing any barriers they may face in their ability to learn, developing transferable skills and gaining new qualifications.
  - STS encourages its staff to provide lifelong career management skills to assist learners in making choices now and in the future.
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### **Confidentiality**

All information gathered during discussion with an individual will be regarded as confidential. Any limitations about confidentiality will be made clear to the client at the earliest possible stage (i.e., the requirement of audits by the Education & Skills Funding Agency or Ofsted).

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### **Service Standards**

STS is committed to providing a coherent CEIAG service. Individuals and employers can expect us to provide a service that is:

- Professional and knowledgeable.
- Confidential.
- Impartial.
- Open and transparent.
- Accessible and visible.
- Committed to equality of opportunity.
- Responsive to the present and future needs of the individual.

STS and its partners will:

- Respond to all enquiries promptly, where possible within 5 working days.
- Refer to other learning providers and specialist organisations if we are not able to meet your needs in full.
- Maintain its website – [www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education).
- Provide all course information documents – available on request from STS.
- Seek innovative and accessible ways to provide CEIAG
- Maintain a telephone and email service to all enquiries
- Accept appropriate referrals from one of our partner organisations.

### **Improving Standards**

STS welcomes all feedback provided on the services we provide, as well as undertaking learner and employer surveys at different points throughout the year. STS will seek to obtain regular on-course feedback in relation to the units / modules completed and the quality of the workshops. Users can provide feedback anonymously should they wish.

STS will use the information received in customer feedback to improve the services it provides. If our CEIAG services do not meet learner expectations, we aim to try and resolve any concerns informally at first. If the matter cannot be resolved through these channels, please refer to the Complaints and Appeals Policy.

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### **Further Information**

For further information, please contact us:

Email: [Sercoskills@serco.com](mailto:Sercoskills@serco.com)

Tel: 0161 951 2969

Office hours: Monday – Friday 0900 – 1700

## **Appendix A – Careers Education, Information, Advice and Guidance Provided by Skills and Training Services (STS)**

At application:

- Impartial information, advice, and guidance to help clients make informed choices.
- Equitable and objective selection criteria used, based on the published entry requirements for the course.
- Applicants referred to guidance or alternative provision, where appropriate, on assessment.
- Review existing achievements of the individual to understand the most appropriate level of programme/s to suggest or indicate any Recognised Prior Learning (RPL) which can be attributed in their application.
- Assess learning needs and set learning goals - please see our Learner Support Policy.
- Develop the learning plan for the individual to support their progression and next steps
- Provide tailored details of learning and support resources available to the specific learner or course.

During the course:

- Monitor attendance and time management.
- Assist learners in identifying and resolving barriers to learning, this includes additional support sessions, where a student is at risk of withdrawal.
- Make referrals to support services where appropriate.
- Provide regular progress reviews in which CEIAG will be reflected upon and updated.
- Help learners to clarify progression routes and career goals.
- Maintain up-to-date records of progress and achievement.

On completion of the course:

- Seek to establish the reason for withdrawal of early leavers.
- Provide each learner with a certificate of their achievements and reference, if required.
- Help learners access progression opportunities.
- Seek to establish destination routes.

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## Appendix B – Statement of Service

### Our Purpose

Our purpose is:

- to support enquirers considering training with STS to understand the nature of training and to make choices about their options.
- to support students in achieving their aspirations, including their study and career goals, through our apprenticeship and non-apprenticeship programmes.

### Aims

Careers education, information, advice, and guidance is an integral part of the learner experience at STS. Our aim is to provide high quality information, advice, guidance, and support at all relevant stages of the 'Learner' journey to enable individuals to make informed choices about training, volunteering & employment and once on a programme, to make outstanding progress and secure positive destinations into training, volunteering & employment routes.

Who can access our services?

- Current apprentices, students, volunteers & staff.
- Prospective students, volunteers, staff.
- Learners, volunteers, staff from partner organisations.
- Employers.

### Our staff/team

Our staff hold appropriate professional qualifications and training. A culture of continuous professional development enables staff to regularly update skills and knowledge to provide current and relevant information, advice, guidance, and support.

### What we provide/our service

Careers Education, Information, Advice, and Guidance (CEIAG) to our enquirers and learners, being responsive to their diverse needs and interests, within the context of the STS. Our service is consistent with the agreed learner/apprentice at STS in relation to training, improving, or increasing self-confidence and self-esteem. Our guidance and support are delivered in accordance with the principles of the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)), Gatsby Benchmarks and General Data Protection Regulation (GDPR).

If you are thinking about an apprenticeship or training to improve your career aspirations, our CEIAG will offer you:

- Impartial high-quality advice and guidance for all potential learners, volunteers, and staff through a range of activities including regular open events throughout the year, programme guidance sessions, pro-active engagement with local colleges and providers, taster events, and small group or 1:1 information advice and guidance in recovery and community outlets.
- Information on all courses and opportunities via our website.
- Tutorial and pastoral support for all learners, volunteers, staff on-programme throughout their studies to promote learning, progress, and personal development.
- Learning support for learners/staff/volunteers with high level or complex learning needs or disabilities.
- Workshops or 1:1 session will be available to help with your future needs such as: CVs, career choices, job applications and interview skills.
- Work related learning/work experience opportunities to help prepare learners for the next steps/employment.

- Advice about financial support for course fees, childcare, transport, and support for learning.
- Support for vulnerable learners.
- Referral and signposting to relevant agencies as appropriate.
- The recognised qualifications you will be working through, modules available online by STS or at your placement venue.
- Advice and support if you have personal circumstances that may affect your training.
- Advice on the impact of your disability on study choice and the support that is available.
- Higher education options and employability skills.
- Signposting to external organisations that may help you further in deciding your options.

If you are currently accessing training with STS, we offer:

- Support to enable you to plan your educational and employment career development.
- Advice on dealing with non-academic issues that may arise while you are accessing Serco Education, with access to 1:1 appointment to assist with on-going development with your trainer.
- Support and provisions made on any declared learning difficulty and/or disability.
- Advice and support by signposting to further education and career aspirations.
- An appointment service, allowing you to book additional time with a CEIAG trained Skills Coach - [request here](#).

#### **What we expect from You**

- Respect for our staff, premises, resources, and equipment.
- Provision of as much relevant information as possible to ensure we can provide an effective and appropriate service.
- To contact us promptly with any queries or concerns.
- To attend appointments promptly or let us know when you are unable to.
- To let us know if you are not happy with our service so we can do our best to improve it.

#### **How do we offer this service?**

Information and advice are offered primarily to learners via our onboarding system, a face to face/ online 1:1 meeting. Further CEIAG discussion will take place with your trainer via invitation and at 1:1 session with access via virtual platforms through Serco Education.

In addition, enquirers and learners can access timely and tailored information, advice, and guidance from our Skills Coach teams in a variety of ways: booked 1:1, email, telephone or online via Microsoft Teams.

#### **How can you help us deliver our service to you?**

- When you contact us, make sure you give as much information as you can so that we can answer your query effectively.
- Let us know promptly of anything that might be affecting your career development, so we can advise you what can be done to help.
- Let us know your views so that we can evaluate and develop our service in response to client feedback. We welcome both positive and constructive feedback.
- Recognise that there will be times when it is appropriate for you to undertake individual research into the opportunities available to you.

#### **You can expect us to:**

- Offer free impartial and informed CEIAG.
- Work within the STS agreed approach to client support and guidance, following the Serco GDPR/Data Protection and Equality policies.



- Provide a timely response, normally within three working days; if the matter is complex, you will receive an initial response with an indication of the action we are taking and the likely response time.
- Ensure that our CEIAG staff are trained and knowledgeable and follow an appropriate programme of staff development.
- Work to the national matrix standard to develop STS standards to maintain the Matrix award for the quality of CEIAG.
- Operate within the Quality Assurance Agency Code of Practice for Careers Information, Advice and Guidance.

### **Feedback and Comments**

To help us continuously improve our service, we welcome feedback from our learners. Learners' views are sought regularly throughout their time with STS through surveys, forums, and learner forum groups.

We also welcome comments from visitors, partners, and the team to recommend to STS on what we have done well or what we could do better. Feedback can be sent to the STS Quality Improvement and Audit Manager – Mike Hampton - Email: [mike.hampton@serco.com](mailto:mike.hampton@serco.com).