Information, Advice & Guidance

including Careers Education and Guidance (IAG/CEG) Policy 2022-23

**Scope**

All learners accessing Adult Education provision and customers accessing our Employment Support services through Cheshire West and Chester Council have an entitlement to high quality information, advice and guidance (including careers education and guidance) to enable them to make effective choices about learning and work. This includes pre-recruitment information to enable them to select the right programme, on-programme support from tutors and Employment Support officers and end of programme information, advice, and guidance to ensure effective progression to intended further learning and/or work destinations.

This offer is for all individuals who participate in any Skills and Employment provision and associated activities and ensures that all customers have equitable access to enable them to participate fully and make progress. IAG/CEG is provided as an embedded process by tutors and employment support staff and includes access to standalone IAG services from external partners e.g. National Careers Service.

Our offer mirrors the principles underpinning the Gatsby Benchmark for good Career Guidance, and adherence to the Career Development Institute Code of Ethics ensures we provide confidential, impartial and personalised support to enable progression appropriate to each learner’s stage of career, learning, planning and development.

We aim to inspire our learners and customers and support them, so they are motivated to make progress and achieve their goals and have access to the tools needed to do so.

**Quality Assurance Standards**

This offer will be subject to internal monitoring through our own Quality Assurance framework and external inspection to ensure consistency and quality of the service. The external inspection will be completed by OFSTED, MATRIX, and Support programme funders eg ESF, DWP and will also be included in the Education & Skills Funding Agency annual learner and employer surveys.

The Skills and Employment Service is Matrix accredited (October 2017), reassessment took place January 2021, resulting in accreditation continuing. Next assessment is due October 2023. Skills and Employment Service was rated GOOD by Ofsted (April 2018).

**Characteristics of Service**

There will be consistent key characteristics of the offer across all the Skills and Employment service which will be:

* whole team commitment to the provision of high quality IAG/CEG, throughout the service with full management support
* recognition of staff skills, strengths, limitations and when to bring in external providers
* timely intervention of offer
* personalised service working with customers’ existing skills, strengths and aspirations
* motivational and confidence building
* agreed challenging but realistic personalised goals
* challenging stereotyping therefore promoting equality of opportunity and diversity
* breaking down barriers
* inclusive of parents/carers when agreed and appropriate

**Delivery Staff**

IAG, including CEG, is delivered via an integrated approach throughout the Skills and Employment service by all staff with differing areas of expertise. Suitably qualified staff members also provide personalised 1:1 IAG sessions or signpost to external partner organisations for additional support e.g. National Careers Service.

**Overview of IAG/CEG Entitlement**

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| **WHO** | **Service Users** | * learners in direct delivery and commissioned provision |
| * customers accessing employment support programmes |
| **Employees** | * at risk of redundancy |
| * in Supported Employment |
| * in work progression |
| **Employers** | * in work progression options |
| * workplace adjustments |
| * disability awareness training |

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| **WHAT** | **Adult Education** | * pre-course information to inform choice |
| * in-course support |
| * end of course IAG/CEG to inform next steps in line with career aspirations |
| * progression courses |
| **Employment Support Programmes and Employers** | * 1:1 employment mentoring |
| * job search and applications support |
| * CV creation and development support |
| * interview skills |
| * career choices and planning |
| * better off in-work calculations |
| * job brokerage/workplace adjustments |
| * travel training |
| * workplace training |
| * in-work progression |

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| **HOW** | **Format** | * 1:1 face to face (including online) |
| * group sessions |
| * email |
| * telephone |
| * with third party e.g. parent/carer as appropriate |
| **Process** | * embedded, integrated process |
| * dedicated stand-alone process |
| **Using** | * own staff |
| * IAG qualified advisors and mentors |
| * external advisors e.g. National Careers Service |

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| **WHEN** | **Learners** | * on programme application for suitability |
| * during programme for review and planning |
| * for early leavers or exits off a programme |
| * at the end of each programme |
| **Employment Support** | * on programme application for suitability |
| * during programme for review and planning |
| * for early leavers or exits off a programme |
| * transition to work |
| * in-work support |

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| **QUALITY** | **External Standards** | * MATRIX accreditation |
| * Ofsted inspection |
| * Funded project external audits |
| * GATSBY standards |
| * Career Development Code of Ethics |
| **Cheshire West and Chester Internal Continuous Quality Improvement and Quality Assurance (QA) Framework** | * Whole team focus on IAG |
| * IAG qualified internal staff |
| * Observation of practice/walkthroughs: * Group Sessions * 1:1 sessions |
| * Customer feedback |
| * Data analysis of key performance indicators * Retention * Achievement * Progression – further learning/job outcomes |
| * Annual self-assessment and Quality Improvement planning |

For any enquiries regarding staff or contact details for any of the above service please contact

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