

Careers education information advice and guidance.

Issue	Date	Sections Affected	Description of Change / Change Request Reference / Remarks	Amended & reviewed by
7	12/11/23	N/A	Reviewed	CC
8	06/06/25	All	Re-read policy as many changed with regards to Sept 25	CC

Vision and Values for CEIAG

Training Works aims to provide high quality, impartial, careers, education, information, advice, and guidance services which prepare apprentices for life in modern Britain by providing the knowledge, understanding, confidence and skills that they need to make informed choices and plans for their future learning and career.

The Careers Education, Information, Advice and Guidance service is delivered through two components – Careers Education and Career Guidance, both of which are underpinned by unbiased, impartial information.

The CEIAG services support the Training Works values:

- in that its staff are passionate about learning & enabling our apprentices to reach their potential.
- Staff seek to develop the self-esteem and self-confidence of apprentices.
- We share our belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position within the organisation.

We value new ideas and approaches and seek new opportunities and solutions to meeting the CEIAG needs and demands of our apprentices, employers and the local community whilst supporting national and regional education and economic strategies.

We seek to encourage and celebrate creativity and to be supportive of

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innovation, learning from all that we do. We believe that our staff and apprentices should work in an environment of friendliness, with a clear sense of purpose to achieve.

Apprentices Entitlement:

Training Works is committed to creating a CEIAG experience for apprentices that is:

- Outstanding and delivered in an excellent environment.
- Aspirational, designed to inspire and motivate.
- Personalised to suit the apprentice.
- Planned to guide apprentices on to the right courses and to support and stretch them.
- Developing self-confidence.
- Coaching them to be successful and progress on to their next steps.

All clients i.e., apprentices, prospective apprentices, and other stakeholders, are entitled to a service that is:

1. Accessible and Visible

Access to CEIAG should be free from direct or indirect discrimination. Services should be recognised and trusted by clients, have convenient range of entry points from which clients may be signposted or referred to the services they need. In addition, CEIAG is provided on the website and is available free of charge to any individual on request.

2. Professional and Knowledgeable

Staff should have the skills and knowledge to identify the client's needs quickly and effectively. They should have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision.

3. Impartial

Clients have the right to information, advice and guidance that is impartial, unbiased and realistic. Where appropriate, referrals will be made to external agencies.

4. Integrated

Links between CEIAG services should be clear from the clients' perspective, regardless of the programme or location of their study. Where necessary, clients will be supported in their transition between services.

5. Aware of, and responsive to diversity

The range of CEIAG services should reflect the diversity of clients' needs and reflect both clients' present and future needs.

6. Enabling

Enquirers, apprentices, parents, employers, staff, and partners should be able to make informed choices about ways in which Training Works can meet their individual training and development needs. CEIAG services should encourage and support clients to become lifelong learners by enabling them to access and use information to plan their

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careers, supporting clients to explore the implications of both learning and work in their future career plans.

CEIAG Delivery

This policy applies to all enquiring, enrolled and past apprentices of Training Works. For the purposes of this policy the term Careers, Education, Information, Advice and Guidance (CEIAG) is used as an umbrella term to denote a range of guidance activities and processes. All apprentices undertaking a apprenticeship with training works will complete the national careers service assessment throughout their apprenticeship.

Careers Lead

Careers Lead should be well supported by the senior management team and by their peers.

- Leadership – a good leader who takes responsibility for developing, running and reporting on the careers programme at training works.
- Management – a skilful manager who can plan careers activities and manage other staff involved in the delivery of careers guidance.
- Coordination – a careful coordinator of staff from across training works and from outside within the community.
- Networking – a good networker who can establish and develop links with employers, education and training providers and careers organisations.

Roles and Responsibilities

- Careers Lead (Carl Mullen): Leads and manages the overall careers programme and compliance.
- Careers Specialist (Laura Flitcroft): Delivers tailored careers advice, coaching, and employer liaison.
- Quality Manager: Oversees CEIAG quality assurance and reports to senior leadership.
- Training Managers and Trainers: Integrate CEIAG into progress reviews and development plans.

The following definitions have been used:

Information – Information is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone help lines, ICT software, and websites.

Advice – this involves:

- helping a learner understand and interpret information.
- providing information and answers to questions and clarifying misunderstandings
- understanding their circumstances, abilities and targets

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- advising on options or how to follow a given course of action.
- identifying needs – signposting and referring students who may need more in-depth guidance and support.

Advisory work is usually provided on a one-to-one basis but may also be in groups.

Careers Guidance – aims to support learners to:

- better understand themselves and their needs
- confront barriers to understanding, learning and progression.
- resolve issues and conflicts.
- develop new perspectives and solutions to problems.
- be able to better manage their lives and achieve their potential.

Guidance may also involve advocacy on behalf of some learners and referral for specialist guidance and support. This involves more in-depth one-to-one work by guidance trained staff.

In line with the CEIAG defined above, Training Works will provide assistance relating to:

- the range of support available at Training Works
- fees and other financial charges associated with a course of study.
- financial assistance available to support those in education and training
- course entry criteria, qualifications, accreditation and modes of study
- equipment, clothing and materials which the learner must provide.
- impartial careers advice and guidance
- personal goals, aspirations and motivation while on course
- guidance to its current learners to discuss progression.

Delivery of CEIAG

- Introduced at enrolment with skills assessment via the national careers website.
- CEIAG handbook provided and uploaded to LMS (Quals Direct).
- Covered in every three-monthly review with updates to learner PDPs.
- Access to PADLET resources for careers information and guidance.
- Targeted Gatsby Benchmark activities for 16-18 and 16-25 EHCP apprentices.

Employer Engagement

- Employers informed of CEIAG purpose and boundaries.
- CEIAG respects employer environments while supporting broader career awareness.
- Regular communication maintains employer cooperation and addresses concerns.

Monitoring and Evaluation

- CEIAG activities tracked via PDPs, LMS, and training records.
- Learner and employer feedback collected regularly.
- Quality Manager reviews CEIAG outcomes, Gatsby Benchmark compliance, and reports for continuous improvement.

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Gatsby Benchmarks Commitment

Training Works commits to meeting all eight Gatsby Benchmarks for 16-18 and 16-25 EHCP apprentices, including:

- Maintaining a stable careers programme.
- Providing up-to-date labour market information (LMI).
- Personalised support tailored to individual learner needs.
- Embedding careers learning within training.
- Facilitating employer encounters and workplace experiences.
- Enabling engagement with further and higher education.
- Delivering personal career guidance from qualified specialists.