

City Gateway

Careers Education Information Advice and Guidance (CEIAG) Policy

Reviewed by (name)	Date	Next review needed
Mark Pike	May 2022	May 2023

This policy will be reviewed on an annual basis

1. Objectives

- 1.1. To provide a high quality Information Advice and Guidance (IAG) service to City Gateway learners and where/if necessary make referrals to external organisations in line with our referral policy.
- 1.2. That all staff recognise that providing high quality Information Advice and Guidance (IAG) improves retention and achievement in learning programmes and improves learners employability/progression opportunities.
- 1.3. That learners are supported to understand the benefits of Information Advice and Guidance (IAG) and how it can improve their employability/progression opportunities.
- 1.4. To ensure successful implementation of the City Gateway Careers Education Information Advice and Guidance (CEIAG) Strategy.
- 1.5. To record and monitor the services provided in accordance with requirements of our funders and City Gateways internal quality procedures.
- 1.6. To ensure that all staff and learners are aware of City Gateways Information Advice and Guidance (IAG) code of ethics, how the service will be delivered and what learners can expect from the service.

2. Scope

- 2.1. To cover all activities carried out by City Gateway and where appropriate City Gateway's partners.

3. Key Principles

- 3.1. City Gateway's IAG policy and practice will provide appropriate support to benefit all learners and potential learners by ensuring:
 - a. Delivery and management of City Gateway's IAG offer is of good quality, impartial, consistent across the organisation and meets our staff and learner codes of ethics.
 - b. learners and potential learners receive a high quality IAG service to enable them to make informed choices from the range of options available.

- c. That we recognise the varied needs of our learners and appropriate IAG is provided (i.e. LLDD learners, L.A.C. and those learners with complex support needs).
 - d. Awareness of the service is raised through providing relevant and appropriate formatted information to all learners.
 - e. Services promote equality of opportunity for individuals and groups and reflect a diversity of candidate needs which takes into account issues connected with age, disability, gender reassignment, race, religion or belief, and sexual orientation.
- 3.2. All IAG will be delivered, recorded and monitored in accordance with Data Protection and Data Collection Regulations (GDPR) and in line with our IAG policies and procedures and contract requirements.
- 3.3. IAG policy and practice will ensure that:
- a. Aims and objectives for service delivery are identified and targets established
 - b. All learners and potential learners have access to specialist advice and guidance services (where appropriate or through referral) in order to meet their individual needs
 - c. All staff are aware of City Gateway's IAG processes and procedures
 - d. Delivery of IAG is logged and monitored, in line with the requirements of our funders, by completion of for example: ILP, Progress Reviews, Action Plans, Evaluation forms and Progression data/statistics.
 - e. A range of information on labour market intelligence (including internal and external learning opportunities and economic development data) is maintained and kept up to date.
 - f. IAG is available throughout all stages of learning, although at key points to meet contract requirements
 - g. IAG is accessible to all learners
 - h. Evaluation of the service is carried out to make continuous improvement in provision by evaluation questionnaires, completion of 1:1 and group evaluation forms; exit evaluation questionnaires and informal feedback from learners through City Gateways assessment and evaluation process.

4. Staff Responsibilities

- 4.1. The overall responsibility for the IAG Policy rests with the Head of Education and Inclusion.
- 4.2. The lead for IAG rests with the Coaching Manager.

- 4.3. The company is responsible for providing staff delivering the IAG service with opportunities to develop and maintain continuous professional development.
- 4.4. Staff are responsible to ensure that they have the skills and knowledge to look after learners' needs or refer them to alternative providers of IAG.
- 4.5. The delivery of IAG is the responsibility of the Outreach team, Coaches centre, and front-line delivery staff.
- 4.6. Delivery of IAG will be completed at key points throughout the learner/customer journey, some of which will be dependent on contract requirement and will include completion of: Initial pre-course IAG discussion/induction process, Bespoke Coaching Plans or action plans, on-going assessment and support, progression IAG discussion, customer/learner one to one and group support sessions, employability workshops or courses and learner progression/destination support.

5. Monitoring and Evaluation

- 5.1. Monitoring will be through observation and feedback from learners; partners/key stakeholders and where appropriate, by funders.
- 5.2. City Gateway will operate a CEIAG Quality Impact Group (QIG) meeting at least quarterly, or in response to issues arising.

6. Supporting Documents

- 6.1. This policy should be read in conjunction with the following policies and procedures:
 - Data Protection and Data Collection Policy
 - Equality & Diversity Policy
 - Safeguarding, Child Protection and Vulnerable Adults Policy
 - Preventing Extremism and Radicalisation Policy