

NORTH WEST TRAINING COUNCIL

CAREERS EDUCATION, INFORMATION, ADVICE AND GUIDANCE POLICY

VERSION 3

[As part of our commitment to Quality Assurance NWTC seeks to provide all Learners, Employees, Associate & Subcontractors with the help needed to accomplish their learning & development goals whilst meeting any regulatory requirements. We here at NWTC check our policies yearly ensuring they are fit for purpose.] This version replaces version 2

TITLE: CAREERS EDUCATION, INFORMATION, ADVICE AND GUIDANCE PROCEDURES

1.0 POLICY

2.0 PURPOSE

3.0 INTENTION

4.0 STANDARDS OF SERVICE

5.0 INFORMATION

6.0 POLICY RENEWAL

1.0 POLICY

All NWTC staff are committed to providing an accurate Careers Education, Information, Advice and Guidance (CEIAG) Service

2.0 PURPOSE

NWTC provide an independent CEIAG service to anyone who wishes to access our training programmes or services. This includes any potential new applicants or those already in learning with the company.

NWTC supports the concept of lifelong learning and endeavours to provide quality CEIAG services, NWTC help applicants make informed choices about the training courses or programmes that are right for them. The CEIAG process is a continual process throughout learners' programmes.

The quality of service is monitored through performance data and feedback from users

3.0 INTENTION

NWTC achieved the Matrix CEIAG standard and strives to provide information, advice and guidance that is:

- Timely and in a form that is easily understood
- Independent, confidential and focused on the needs of the individual
- Provided by staff trained to offer appropriate Information, Advice and Guidance
- Sign post to a range of agencies for specialist support
- Free from stereotyping physical or cultural barriers for users and in accordance with NWTC's Equal Opportunities Policy
- Easily accessible and clearly defined
- Free of charge to all users
- Subject to evaluation and continuous improvement encouraging individuals to get the most from the process

4.0 STANDARDS OF SERVICE

The service offers:

- Open access to information on education, training and career opportunities at NWTC.
- An initial assessment to help identify individuals' skills and aptitudes
- A trained member of staff to discuss individual learner needs and aspirations and plan for the achievement of goals
- Signposting to other agencies who may be able to help learners achieve their goals
- The opportunity for learners to spend time with a member of staff to review and revisit their goals and discuss progress and next steps

- Access to a trained member of staff to answer queries and provide advice by phone

Learners can expect:

- A service delivered to recognised national standards
- A clear explanation of the Information, Advice and Guidance Services offered by NWTC
- Experienced staff who will treat them with respect and dignity
- A timely response to requests for information
- Up to date information on education, training and career opportunities in a range of formats
- Information on the cost of training and any funding which may be available to support the costs
- All information about them will be treated as strictly confidential in line with the Data Protection Act

5.0 The policy will be reviewed every 12 months (or earlier if necessary) by NWTC Quality Department

Signed

John Killen
Chief Executive Officer

Date: