

STEP SKILLS

PREPARE FOR SUCCESS IN HERTS

Careers, Education, Information, Advice and Guidance Policy - Skills

V6.0 January 2024

Contents

1. Purpose.....	2
2. Scope.....	2
3. Policy statement.....	2
3.1. What is CEIAG?	2
4. The Learners' Journey with Step2Skills.....	3
4.1. Before Entry to Learning:	3
4.2. During Learning:	4
4.3. At the End of Learning:	4
5. Step2Skills Commitment.....	4
6. Review.....	5

1. Purpose

Step2Skills provides education and employment support to people over the age of 18 across Hertfordshire. All learners applying for a programme of learning with Step2Skills have an entitlement to impartial careers education, information, advice, and guidance (CEIAG) at every stage of their learning journey. This CEIAG will support them whilst with Step2Skills and beyond. The intended impact is that learners will gain employment; enter further learning; volunteering; improve their wellbeing and improve their personal circumstances. This policy outlines the commitment of Step2Skills to provide support and guidance and describes the CEIAG service.

2. Scope

This policy applies to Step2Skills learners and potential learners.

3. Policy statement

3.1. What is CEIAG?

Education is providing learners with the skills, knowledge, and encouragement they need to work towards their desired career path. Step2skills supports learners with this by:

- Providing the opportunity to reflect on ambitions, interests, strengths, and abilities.
- Providing information that gives a greater understanding about career options, pathways, the labour market and employment, and the ability to relate this to what they know about themselves.
- Enabling learners to display higher levels of engagement and motivation when they have a clear understanding of what they want to do.

Information means the provision of materials on learning, training, and employment. This is provided at Step2Skills through:

- printed materials such as leaflets and posters.
- audio-visual materials via Step2Skills website and social media channels.
- verbal information on a face-to-face basis through local centres or via telephone or live online events from Step2Skills staff.
- verbal and audio-visual information via online learning platforms.

Advice requires more interaction with the learner, usually on a one-to-one basis. It may require explanation of some of the information provided, how to access and use information, and a recognition of when more in-depth services may be required by the user. Step2Skills offers some advice via:

- Identifying appropriate courses.
- Giving advice about financial support available including eligibility for a concessionary fee, learner support fund.
- progression pathways into further learning, volunteering and employment.
- Helping to link learners' personal interests and skills to their job or career.

- ways to search and apply for jobs including interview skills, support with CV writing, completing application forms and basic IT skills via our employability courses.
- Identifying the skills learners may need and refer them to other support if necessary.

Guidance requires a trained advisor. Step2Skills does not currently provide a full guidance service but does employ a qualified CEIAG Lead. Where applicable, Step2Skills will refer learners and participants to other services we work collaboratively with:

- **Futures for You** - an organisation providing impartial advice and support to help people reach their goals and enjoy a fulfilled career and life. They are rated Ofsted Outstanding.
- **National Careers Service** offer free and impartial information, advice, and guidance to help learners with your decisions about careers, courses, and work. The service is supported by qualified careers advisers. The National Careers Service website helps learners explore careers with over 800 job descriptions. In addition, there are online Skills Assessment tools to support career planning.

Step2Skills aims to support learners and potential learners to make informed choices by giving CEIAG that is:

Impartial:

We will look at courses offered by Step2Skills and their partners to help signpost learners to relevant courses.

Confidential:

All discussions will be confidential and only shared with the learner's permission.

Fair:

We will ensure that CEIAG services are accessible to all learners, promoting equal opportunities and addressing any barriers to participation. Learners will be treated fairly and with equity.

Transparent:

Learners will be told what will happen at every stage of the CEIAG. If, at any time, learners do not understand any aspect, they will be encouraged to ask the teacher or CEIAG adviser to explain.

Accessible:

We will do all we can to help learners access our service and support them in using it. If learners have any concerns or worries about being able to use our service, they will be encouraged to let us know. CEIAG can be face-to-face in a range of settings (for example, libraries, community centres, in class), or remote via email, phone or video chat.

4. The Learners' Journey with Step2Skills

CEIAG occurs throughout a learner's journey with Step2Skills.

4.1. Before Entry to Learning:

- Learners are enabled to choose a programme with any provider, that is most suited to them in terms of location, content, level, delivery style, costs, qualification, entry requirements, support available.
- Publicity is targeted at the relevant audience and is accessible to that audience.

- Our Community Development Practitioners will promote the relevant parts of the service to prospective learners at events in the community.
- We support enquiries through telephone, online and face to face.
- At enrolment, learners complete assessments and, in discussion with teachers and staff, embark on the correct course at the right level with the right support.
- Course outlines are designed so that learners have clear information on course content, time commitment, expected outcomes and progression steps.

4.2. During Learning:

- During induction learners are informed of the information and advice services available to them - key information and advice related to course, contact details, what is expected of the learner and what learners are entitled to, complaints procedure, included in the learner information leaflet.
- An Individual Learning Plan is agreed with the learner.
- If the course is not appropriate for the learner, they will be given advice regarding suitable alternative courses or referred to appropriate external services.
- Learners are given accurate and timely and receive any support they require to do so. This would include further learning and employment opportunities.
- Discussions around next steps are recorded in learner profile and individual learning plan. This information is used to provide personalised CEIAG.
- Learners have the opportunity to attend employability workshops which provide relevant information on career options, skills development, and job market trends.

4.3. At the End of Learning:

- Upon finishing their course, learners are aware of potential pathways in terms of learning, employment, and life ahead.
- Course feedback relating to the learner's experience of careers, education, Information, and advice and guidance services is gathered at end of course.
- Step2Skills monitors, supports, and tracks learner's progress.

5. Step2Skills Commitment

To ensure that CEIAG services are accessible to all and are of high quality, Step2Skills will:

1. Continue to work within the Matrix CEIAG quality mark and ensure that CEIAG services meet the standards within this framework.
2. Ensure that marketing, promotional and information materials are comprehensive, accessible and available in a range of formats as requested.
3. Maintain effective communication with learners and potential learners. All learners and potential learners have the same entitlement to easy to access, reliable CEIAG.
4. Monitor effectiveness and improve the quality of CEIAG via:
 - a. Learner feedback
 - b. Staff feedback
 - c. Annual renewal/update of information materials
 - d. Partner feedback
5. Develop and review partnerships and networks to support provision of impartial CEIAG and referral to appropriate partners.

6. Embed CEIAG in quality assurance, staff development and training and appraisal processes. Supply information materials to learners and potential learners.
7. Maintain and improve information materials.
8. Assist learners and potential learners to clarify their requirements.
9. Provide access to curriculum specialist information and advice both pre-course, on-course and at exit (to support progression to other provision) as required. Advice is available from, for example, front line business support staff, trained CEIAG staff, curriculum staff, teachers, and senior managers. CEIAG will be provided by experienced and qualified staff, where it is available and necessary for that learner. Other trained staff in the service will also provide a level of CEIAG, as appropriate to their skills and knowledge.
10. On course and exit CEIAG will be given in a variety of ways, and this can depend on the type and length of course and the learners who are attending:
 - a. As part of the recording of progress and achievement by the teacher (ILPs/RARPA)
 - b. By self-referral or teacher referral to CEIAG specialist staff, within and external to Step2Skills
 - c. By offering group CEIAG for the class, from an externally funded provider of CEIAG, where classes are over 20 hours long.
 - d. By offering access to a video from Futures For You explaining the CEIAG on offer.
 - e. By offering the opportunity to have a free confidential 1- 1 appointment with a qualified advisor. Sessions can last up to an hour and are designed to give learners the opportunity to move forward with their employment, education, and training.
11. All staff will receive training and be aware of:
 - a. Their own role, limitations and when to refer learners within Step2Skills.
 - b. When and where to refer learners who need CEIAG beyond the limitations of the Service offered by Step2Skills.
12. Identify a range of options for learner progression pathways, relevant to the courses they are taking.
13. Refer learners and potential learners to other providers if they need CEIAG that is outside the limitations of the service available from Step2Skills and its partners.
14. The Service's quality improvement procedures will ensure CEIAG is monitored and is of high quality.

6. Review

Date of Policy: January 2024

Next review: January 2025