

STUDENT ENTITLEMENT STATEMENT

CAREERS EDUCATION, INFORMATION, ADVICE & GUIDANCE

AIMS

Careers Education, Information, Advice and Guidance is an integral part of the student experience at Craven College. Our aim is to provide high quality impartial information, advice, guidance and support at all relevant stages of the student journey to enable students to make informed choices about post-16 education or training, and once on programme, to make exceptional progress and secure positive destinations in employment, further study or as an Apprentice.

WHO CAN ACCESS OUR SERVICES - including but not limited to:

- Current students
- Potential students
- Employers
- Parents/guardians/carers
- Support workers

OUR STAFF/TEAM

Our staff have all had an enhanced Disclosure and Barring Service (DBS) check and are well qualified, holding appropriate professional qualifications and training. A culture of continuous professional development enables staff to regularly update skills and knowledge to provide current and relevant information, advice, guidance and support.

WHAT WE PROVIDE/OUR SERVICE

- Free, impartial high quality advice and guidance for all potential students through a range of activity including, regular open events throughout the year, providing Taster opportunities, pro-active engagement with local schools and providers, transition days, and small group or 1:1 support/intervention in schools
- Information on all courses and opportunities via our website
- Tutorial and pastoral support for all full-time students on-programme throughout their studies to promote learning, progress and personal development
- Additional Learning support for students with high level or complex learning needs or disabilities
- Workshops or 1:1 sessions to help with UCAS applications: CVs, career choices and interview skills
- Curriculum specific information, advice and guidance regarding employability and further study options, includes trips to employers, guest speakers and visits to Universities
- Cross college employability days with key local employers attending to share their experiences and information about careers with students
- Work related learning/work experience opportunities to help prepare students for the next steps/employment
- Advice about financial support for course fees, childcare, transport and support for learning
- Support for vulnerable students (Students are welcome to bring along a support person to any guidance appointments)
- Referral and signposting to relevant agencies as appropriate
- Written/Electronic records of guidance interviews to enable us to help our students and to provide evidence for funding purposes
- Where appropriate, provide an action plan, following 1:1 appointment

IAG OBJECTIVES

The Information, Advice and Guidance we provide is a key element in supporting a number of organisational strategic aims, specifically around:

- Provide a service which is student-centred and solution focused
- Provide a service which is flexible and pro-active, and which meets student needs
- To use information about students objectively to inform the support and guidance provided
- To work collaboratively with students to review progress, plan next steps and strategies to achieve these
- To collaborate with external partners to share information appropriately both ways in the interest of securing high quality outcomes for the students
- To listen to feedback and pro-actively respond in the spirit of continuous improvement
- Student feedback

WE ASK OUR STUDENTS TO:

- Treat our staff and other clients with respect at all times
- Attend any pre-arranged appointments as agreed or to notify us where this is not possible
- Feel confident to ask questions at any stage in the knowledge that staff will have a simple and clear explanation and plan to help
- Inform the college of any specific needs prior to appointment, where possible
- Be polite and respectful to IAG staff
- Be honest and provide us with the information we need to support you

CONFIDENTIALITY

We will treat all personal information in confidence. All records, electronic and paper based are only accessed by staff who may need to see the information as part of their work. Craven College complies with the requirements of the new GDPR.

EQUALITY AND DIVERSITY

Craven College welcomes enquiries from all people regardless of their age, race, colour, gender, sexual orientation, religion or beliefs, disability, marital status or background. Craven College is happy to support any student regardless.

FEEDBACK AND COMMENTS

To help us continuously improve our service, we welcome feedback from users of the service. Students' views are sought regularly throughout their time at the college through surveys, forums and Student Conferences.