

Careers, Education, Information, Advice & Guidance (CEIAG) Policy

Introduction

Floorskills Limited aims to deliver a high standard of CEIAG to ensure that all our learners and any prospective learners can make a realistic and well-informed choice about their next steps in education, employment or training.

Entitlement

Learners are entitled to:

- investigate a variety of learning and career opportunities
- make informed judgements about learning and career options
- understand how these choices will help achieve their aspirations
- help to manage changes in their learning and career journey
- develop aspirations through the guided use of an individual learning plan (ILP)
- gain an understanding of the world of work and enterprise.

What we offer

We can offer all learners advice and guidance in the following areas:

- Career planning
- Employment opportunities
- CV and application preparation
- Free and impartial information on courses and other progression opportunities

This support is available during initial contact with Floorskills, at initial meetings with Tutors, during programme induction and throughout the programme via regular reviews.

Feedback

Floorskills wants to know if our users receive a good service — we value customer/learner feedback as this very often enables us to change and improve the service. Users can register their concerns with us by letter or email or by speaking to a member of staff.

An acknowledgement to a complaint follows the guidelines of the Customer Complaints Policy.

Customers/learners may also be asked to complete feedback forms to help us plan and develop improvements in our services. We need to know how learners feel so that we can review whether we are continuing to meet the standards of Matrix for information, advice and guidance.

Advice staff

Initial advice is provided by the Office Manager and Tutor as part of the induction and on-boarding process. Continued and ongoing Advice & Guidance is provided by delivery staff. Individuals can contact the Office Manager to make an appointment for further CEIAG.

Quality marks

Floorskills Limited has achieved the MATRIX Award for Careers Education Information Advice and Guidance.

Confidentiality

Centre Based Learners may wish to have a confidential advice or guidance interview. Quiet rooms are available at our centre to facilitate this.

Learners who wish to have a confidential advice or guidance interview will be able to arrange this through their Tutor or Floorskills' Office Manager. The staff member will make suitable provision to discuss confidential issues in an appropriate location.

Any confidential records made during IAG discussions will be kept confidentially and in a secure place. However, should discussions reveal any child protection or safeguarding issues or concerns, information will be shared on a 'need to know' basis – the issue of confidentiality is secondary to a child's need for protection. This is outlined in the Safeguarding Policy.

Equal Opportunities and Special Requirements

Every effort will be made to ensure that all learners receive high quality information, advice and guidance irrespective of age, gender, marital status or civil partnership, race, disability, sexual orientation, religious belief, maternity/paternity rights, carer responsibility, spent convictions or other conditions not justified in law or relevant to the provision of service or, performance of the job. The Office Manager may be asked to provide additional support in specific circumstances.