



Careers, Information, Advice and Guidance Policy

Introduction

Skillcert Ltd aims to help all learners fulfil their potential and experience success through an educational environment, which responds to individual needs and stimulates and challenges each and every learner. To expand learners' perceptions and enable them to make informed and realistic decisions at all key transition points throughout their learner journey

The processes of informing, advising and guiding learners are a high priority and are seen as crucial in preparing learners to make decisions regarding the opportunities and challenges of adult and working life.

A commitment to raising the aspirations of learners by ensuring all learners have access to high quality, independent, impartial Careers, Education, Information, Advice and Guidance.

The policy is in alignment with the Career Development Framework which main purpose is to clarify the skills, knowledge, and attitudes that learners require to have a positive career

For the purposes of this policy the term Careers, Information, Advice and Guidance (CIAG) is used as an umbrella term to denote a range of guidance activities and processes. The following definitions have been used:

Information

Information is data on opportunities conveyed through different media, both mediated and unmediated including face to face contact (individual, group, class etc), written/printed matter, telephone help lines, ICT software, websites, applications etc.

Advice - This involves:

- Helping a learner to understand and interpret information
- Providing information and answers to questions and clarifying misunderstandings
- Helping learners to understand their circumstances, abilities and targets.
- Advising on options or how to follow a given course of action
- Identifying needs, signposting, and referring candidates who may need more in-depth guidance and support
- Inspire and inform learners about the full range of education, training, and progression routes available

Guidance – Aims to support learners to:

- Better understand themselves and their needs
- Confront barriers to learning and aid progression
- Resolve issues and conflicts both in the workplace and in the wider context
- Raise awareness of their roles in ensuring rights and responsibilities in the workplace and society
- Develop new perspectives and solutions to problems
- Be able to better manage lives and achieve potential
- Raising aspirations and building confidence and optimism about future goals



Guidance may also involve advocacy on behalf of some learners and referral for specialist guidance and support. This involves more in-depth one-to-one support that can explore learner's circumstances in relation to opportunities or issues that may be confusing them.

Entitlement

Learners are entitled to:

- Make informed judgements about their learning and career options
- Understand how these choices will help achieve their aspirations
- Successfully manage key transition points
- Develop aspirations through the guided use of a Learner Agreement (LA)
- Explore different learning and career opportunities considering the risks and rewards
- Research and reflect on workplaces, workplace cultures and expectations
- Prepare for recruitment and selection processes

Delivery of the entitlement is underpinned by the following values:

- Impartiality
- Confidentiality
- Ownership by the candidate
- Equality of opportunity
- Transparency
- Accessibility

CIAG is available to learners at a time, in a format and style which is appropriate to their needs. Learners receive impartial CIAG in both formal and informal settings.

Confidentiality

Skillcert Ltd offers confidentiality. Any sensitive information given will not be passed on except in very rare circumstances where this is necessary to protect a vulnerable person from harm, or to comply with the law. In such circumstances, the information will only be passed on as permitted in this policy. This must be confirmed with Skillcert's Safeguarding Designated Lead. Wherever possible and appropriate the person will be informed that this action has been taken.

Equality of Opportunity

We actively work to ensure that all clients/learners are given equal access to our service. We approach individual clients and businesses etc without prejudice or agenda. Skillcert Ltd closely monitors their activity to ensure ethnicity and disability is managed in an equal and fair manner.



Roles and responsibilities

The roles and responsibilities of the staff within Skillcert is important to the delivery of information advice and guidance and to ensure that the service is delivered to the highest standards, below is a breakdown of all members of staff who are involved with the successful delivery of CIAG

Head of Quality: To oversee all delivery of CIAG within the company including Delivery Team and to ensure that all standards are delivered in line with the overall policy and to provide impartial CIAG to tutors and provide those with learner contact with resources and training to regularly update knowledge and skills in CIAG delivery and monitor the quality of CIAG provision

Tutors: To deliver and guide candidates, provide impartial careers, information, advice and guidance and support to all learners

Learner Engagement Officers: To support all administrative work within the section

Review Procedure:

This policy is supported by the Careers Education, Information, Advice and Guidance Code of Conduct.

Current version: v4
Reviewed by: Nichola McCauley
Issued: 05.05.25
Next review date: 05.05.26
Signed by: (Name & role) <i>Nichola McCauley</i> Nicola McCauley – Head of Quality