

The purpose of the Careers Information, Advice and Guidance Service is to support individuals to achieve their aspirations, including their learning and career goals.

Through the delivery of Careers Information, Advice and Guidance, we will support individuals to make decisions about learning and career planning based on their individual needs, circumstances, and interests. We place an emphasis on opportunities for independent self-assessment and decision making by providing information and advice that is easy to access, understand, clear, relevant, and up to date.

The service aims to support high levels of participation, achievement and progression for learners on the apprenticeship programme.

### **What you can expect from the CIAG service:**

We will advertise the service so that enquirers and clients know what they can expect and how to access it, including the publication of a Statement of Service which will be displayed on our website and issued to learners.

We will offer the service at all stages of all programmes that we deliver.

The service will be provided in a supportive and confidential capacity and is free of charge.

The service will be impartial and objective to best meet the needs of those who access it.

Careers information, advice and guidance will be delivered by appropriately trained, qualified and experienced staff.

Careers information, advice, and guidance, including our online information and advice is accurate and up to date.

The service will be delivered in our centres, from outreach locations or remotely, over the phone and within the workplace to ensure it is accessible to all those who require it.

MetaGedu will refer or signpost to appropriate and reputable external organisations to best meet the needs of those who access the service.

The service will be quality assured, including seeking the feedback from service users and acting upon it to drive improvements.

### **Success measures (how do we know our CIAG service is effective?):**

1. Less than 3 development actions as a result of a quality observation.
2. Good or outstanding self-assessment grade.
3. Continuing positive learner feedback.
4. High retention and achievement rates.
5. Good progression and destination rates.
6. Good work placement/employer opportunities for learners.
7. Improved personal skills for learners.
8. Improved mathematics, English, and digital skills for learners.