

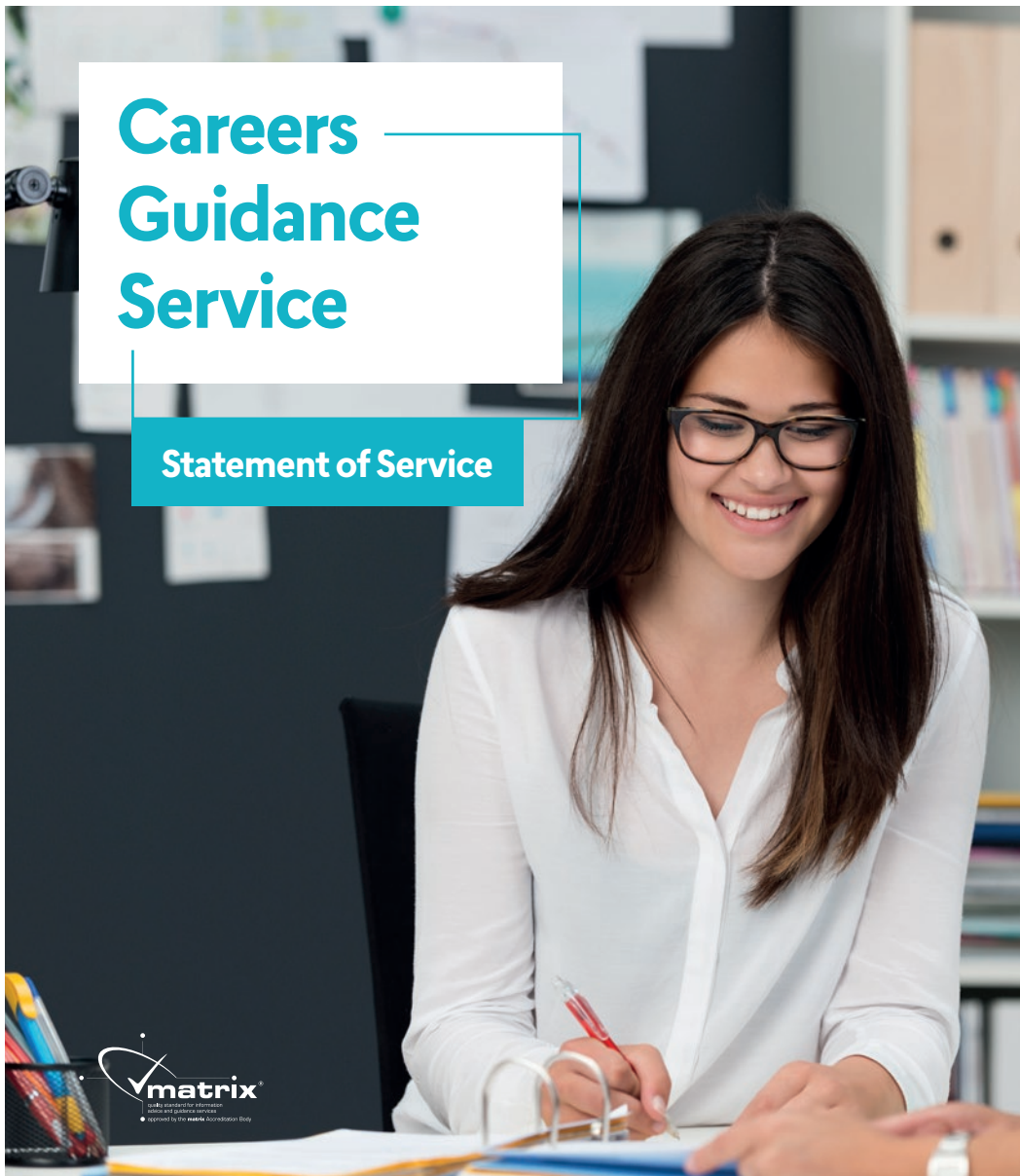


Sunderland College

#youcan

Careers Guidance Service

Statement of Service



sunderlandcollege.ac.uk



Aims and Objectives

We aim to provide an accessible, impartial and professional Careers Education, Information, Advice and Guidance (CEIAG) service to enable current and potential learners to make a well informed choice and decision with regards to progression, future learning opportunities and longer term career goals.



Learners and prospective learners are offered:

- accessible Careers Guidance for individuals and groups at all key decision points, such as, pre entry, on course, near completion, exam publication and exit at any stage.
- confidential 1:1 interviews.
- Guidance relating to career choice or career change and time to explore interests, strengths and skills.
- Careers Guidance regarding progression to Further Education, Higher Education and Professional qualifications.
- support to research and make applications for employment, apprenticeships and other training opportunities. Employment seeking skills, CVs and interview techniques, working in partnership with REED NCFE.
- Labour Market Information, graduate destinations and current developments regarding qualifications and education.
- advice regarding access and additional support that is available to enable learners to successfully complete their chosen course.
- opportunity to discuss the implications of choice in relation to personal circumstances and finance.
- a Careers Education Programme which is based on the Gatsby Foundation Good Career Guidance benchmarks. There are eight clearly defined benchmarks for high quality careers education that improve students' transition from school to work by identifying routes to a successful working life.

In order to achieve this we will:

- provide staff who are professionally qualified and experienced Careers Advisers in order to offer a service which does not depend on existing or future attendance at Sunderland College.
- offer a service which is inclusive, supportive, timely and learner centred and responsive to the individual needs and interests of all learners without discrimination.
- ensure that the Careers Guidance Service in college is focussed on helping learners explore and set realistic achievable targets.
- maintain and develop close links with internal and external agencies, for the benefit of learners.
- ensure any required learner referral to other agencies is dealt with in the same professional and confidential manner and with the learners' consent.
- work closely with other College departments, such as Student Development and Learning Support, to facilitate effective referral and sharing good practice.
- participate in local and national continuing professional development activities and attend external visits to maintain up to date professional practice, careers information and resources.
- adopt and develop varied methods to evaluate and continuously improve the service we provide.
- positively promote the Careers Guidance Service within College and throughout the local community.



College Careers Guidance Service team:

Graham McClelland, ext 04979
graham.mcclelland@sunderlandcollege.ac.uk

Viv McDonald, ext 03387
vivien.mcdonald@sunderlandcollege.ac.uk

Deborah McHale, ext 02414
deborah.mchale@sunderlandcollege.ac.uk

Mark Ratcliff, ext 03970
mark.ratcliff@sunderlandcollege.ac.uk

Michael Wildish, ext 04960
michael.wildish@sunderlandcollege.ac.uk

Student Life - My Future

A variety of additional resources and further information covering, higher education, further education, seeking employment, apprenticeships and volunteering, can be found on the student intranet via the 'student life - my future' pages.

Making Appointments

1:1 Appointments can be made via Information Services on 0191 511 6000, at a main reception at any campus or directly to Careers Guidance Service staff.

Email

A dedicated email message service is available for all other enquiries, guidance@sunderlandcollege.ac.uk.

The Careers Guidance Service works in accordance with:

- Career Development Institute (CDI) Code of Ethics - <https://bit.ly/2knmgEs>
- Gatsby Foundation Good Careers Guidance benchmarks.
- Department of Education Careers Strategy: making the most of everyone's skills and talents December 2017.
- The Quality Assurance Agency for Higher Education (QAA).
- The key College Policies and Procedures, including Equality & Diversity, Child Protection and Safeguarding, Data Protection, Student Voice, Fitness to Study.
- The College Strategic Plan.
- The College Handbook and Charter.
- The Principles of the Matrix Quality Standard.

Feedback

Learners and prospective learners are provided with the opportunity to give feedback in relation to the service received via a short questionnaire given after the interview or via a link to access online. Additional feedback is sought via College surveys and the evaluation of various events and activities.

Compliments and Comments

In addition to feedback, any additional suggestions, comments and compliments may be given directly to a Careers Guidance Service team member or via Vikkie Morton, Assistant Principal (Student & Customer Experience).

Complaints

Any complaints will be dealt with in accordance to the College Complaints Procedure, which is outlined and made available to learners through the College Charter and College Handbook via Moodle.

If this Statement of Service is required in an alternative format e.g. Braille, large print or audio please call 0191 511 6000 or email info@sunderlandcollege.ac.uk.