

**Education  
Partnership  
NorthEast**

**College  
Careers  
Guidance  
Service**

**Statement  
of Service**



**H**  
Hartlepool  
SixthForm

**S**  
Sunderland  
College

**N**  
Northumberland  
College

# 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 well-informed choices and decisions with regards to progression, future learning opportunities and longer-term career goals.

## Learners and prospective learners are offered:



### In order to achieve this we will:

- › Provide staff who are professionally qualified and experienced Careers Guidance Officers in order to offer a service which does not depend on existing or future attendance at any of our Education Partnership North East colleges or campuses
- › 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 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 a 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
- › 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, both face-to-face and virtual
- › 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
- › Careers and Skills Workshops delivered and bespoke to specific curriculum areas
- › 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

# What we expect from you:

## Take ownership of your applications and career planning

- › We offer our support and expertise to empower students to take the appropriate steps for their own career planning and progression and to make their own careers decisions.

## Use our services responsibly

- › In order to get the most out of the service, please attend appointments in good time.
- › We ask you to notify us in advance if you have to cancel appointments and only book appointment slots that you are sure you can attend.



## Virtual resources for students

A variety of additional resources and further information covering, higher education, further education, seeking employment, apprenticeships and volunteering, can be found via our college virtual learning environment (VLE) at each college site. Students also have access to destinations platform Unifrog where they can explore resources to support them in their career planning and next steps.

## Making appointments

You can make an appointment for a face-to-face or virtual 1:1 meeting via **0300 770 1000**, at any main campus reception or by contacting Careers Guidance staff directly.

## Email

A dedicated email message service is available for all other enquiries.  
**[guidance@educationpartnershipne.ac.uk](mailto:guidance@educationpartnershipne.ac.uk)**

## 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 student 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 Ruth Magnus, Director of Student Services/Careers Lead (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 and e-platforms.

If this Statement of Service is required in an alternative format e.g. Braille, large print or audio please call **0300 7701000** or email **info@educationpartnershipne.ac.uk**



**educationpartnershipne.ac.uk**

## The Careers Guidance Service works in accordance with:

### Career Development Institute (CDI) Code of Ethics

[http://www.theodi.net/write/227\\_BP260-X8513-Code\\_of\\_Ethics-A4-digital.pdf](http://www.theodi.net/write/227_BP260-X8513-Code_of_Ethics-A4-digital.pdf)

### 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 College Handbook and Charter

### The Principles of the Matrix Quality Standard

### Career guidance: for further education colleges and sixth form colleges - 2018

### The key College Policies and Procedures,

including Equality & Diversity, Child Protection and Safeguarding, Data Protection, SEND, Student Voice, Fitness to Study, Personal Development, E Safety and Internal Progression Policy

### The College Strategic Plan

