



# Careers, Education, Information, Advice and Guidance (CEIAG) Policy

## 2024-2025

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## Purpose of this policy

It is the policy of Netcom Training to ensure that all learners and prospective learners have access to high-quality impartial Careers, Education, Information, Advice and Guidance (CEIAG) to enable them to make informed decisions, maximise their full potential and succeed in life. The CEIAG we offer our learners will assist in supporting the retention and achievement of all, irrespective of their individual needs. We work proactively with Employers and External Agencies towards these objectives and promote an ethos of Lifelong Learning within our own organisation and those we work with.

**It is company policy to deliver our service in accordance with the nationally recognised matrix quality standard ([www.matrixstandard.com](http://www.matrixstandard.com)) and we adhere to their overarching principles and 7 elements to ensure our learners can do their best and achieve their potential.**

## Oversight and responsibilities

The Managing Director has overall responsibility for the delivery of CEIAG across the company in terms of its service to current and potential learners. This includes the allocation of resources.

The Head of Quality will support in shaping the policy and procedures and use the results of observations of CEIAG delivery and feedback to inform continuous improvement planning and CPD activity.

Line managers will monitor the CEIAG service delivered within their department and ensure that staff are adequately inducted and trained in required processes and procedures.

## CEIAG Procedures

Netcom Training will ensure that we adhere to the policy's objectives by:

- Offering initial CEIAG to potential learners through our Community Engagement Team and the Digital Programme Advisors
- All learners receiving a comprehensive induction to ensure that they are aware of the CEIAG service offer and can benefit from our concierge-style approach to on-boarding
- Empowering learners to achieve their learning and career goals through our highly experienced trainers and via our employability programme. We will provide learners with professional, timely, accurate, current, clear, impartial and relevant advice to support them in informing their decision-making at key points during the learner journey. This will ensure we develop independence, confidence and self-esteem and raise aspirations

so learners can achieve their goals. Our CEIAG service is personalised, accessible, accurate and kept up to date

- Our Quality dept ensuring that the delivery of CEIAG within the business is responsive to changes and developments both internally and externally to best support learners' requirements. This will be carried out by continual monitoring and regularly reviewing the CEIAG service
- Encouraging learners to provide feedback on the service received
- Maintaining regular contact with partners to ensure that information accessed is current

N.B. where it is believed that learners would benefit from referral to another organisation, they will be clearly informed of the reason and the specific area of expertise of the agency to which they are being referred and relevant contact details

### Staff training

All staff will undertake training that supports the delivery of CEIAG and CPD commensurate with job role requirements and in accordance with prior experience and achievement. The company will ensure there is sufficient coverage of qualified staff across all departments to provide a breadth of expertise.

Staff will undertake additional mandatory training to cover the requirements of regulatory bodies.

### Service review

The Quality Dept will carry out regular observations of the delivery of CEIAG to evaluate the quality of the service and to inform standardisation practice and continuous improvement. Data from learner survey responses will be used to support this process.

### Review

The policy and procedures will be reviewed at least annually or in the light of significant changes to processes or feedback received from parties concerned. Any such changes will be communicated at the earliest opportunity to all relevant staff and other parties that may be affected.