

Newcastle College Procedure

Careers Education, Information, Advice and Guidance

Document Details

Title	Careers Education, Information Advice and Guidance
Date approved	29/11/2024
Version	2.0
Approved by	Nicola Cooke, Director of Learning and Quality Enhancement
Review date	29/11/2025
Responsible Managers	Ronald Burn, Head of Careers Education and Student Progress
Group Executive Lead	Steve Wallis, Director of Quality
Accessible to Students/Customers	Yes / No

Applicability of Procedure

16-18 full time learners	Yes / No	If no, refer to:
19+ full time learners	Yes / No	If no, refer to:
19+ substantive part time learners	Yes / No	If no, refer to:
19+ non-substantive part time learners	Yes / No	If no, refer to:
Apprentices	Yes / No	If no, refer to:
Higher Education students	Yes / No	If no, refer to:
Employers	Yes / No	If no, refer to:
Other Newcastle College customers/stakeholders	Yes / No	If no, refer to:
Newcastle College employees	Yes / No	If no, refer to:

Version History

Version	Date	Reason for release/version update	Issued by
2.0	29/11/2024	Updated procedure developed to replace 23/24 version. Now includes references to newly revised Gatsby Benchmarks	Director of Learning and Quality Enhancement
1.0	21/12/2023	New procedure developed to replace 22/23 version. Now includes merged Work Experience Policy into procedure	Director of Learning and Quality Enhancement

Contents

1. Purpose	Page 3
2. Introduction	Page 3
3. Scope and responsibilities	Page 3
4. Definitions	Page 5
5. Procedure	Page 5
6. References	Page 12
7. Variations	Page 12
8. Appendices	Page 13

1. Purpose

In response to the updated NCG Careers Education, Advice and Guidance Framework, which now incorporates the November 2024 amendments to the Gatsby Benchmarks, the purpose of this procedure is to outline Newcastle College's commitment to delivering high-quality, consistent careers education, information, advice, and guidance (CEIAG) across all programmes. Our approach is designed to meet and exceed the updated standards and expectations for both learners and staff, as outlined in the latest NCG CEIAG framework.

This procedure aligns with the statutory guidance from the Department for Education, ensuring that all learners receive their entitlement to impartial, relevant, and informed careers guidance. It aims to support learners in connecting their educational experiences to their career aspirations, empowering them to make well-informed decisions about their futures.

2. Introduction

Newcastle College is committed to offering all prospective learners (applicants) and enrolled learners, access to an effective and impartial curriculum programme of CEIAG.

This procedure outlines the CEIAG offer which includes:

- Transition Support (Pre-enrolment)
- On-Programme Engagement
- Progression, Achievement and Destination
- Preparation for Work and Work Placement

The College is committed to ensuring an enriched learning experience which provides learners with the essential skills to be able to make meaningful choices about their intended career destination. Learners will have the confidence to build new skills, understand the behaviours required for them to progress, and develop the awareness to seek guidance when needed to make decisions to realise their career aspirations.

3. Scope and Responsibilities

The procedure applies to the following groups of funded learners: □ Study Programme learners (16-18; 19+) □ Adult provision including:

Type 1	infill into a Study Programme
Type 2	over 24 weeks and 3 days or more per week
Type 3	over 24 weeks and less than 3 days per week
Type 4	between 6 – 24 weeks

Type 5	Less than 6 weeks
--------	-------------------

- Apprenticeships (all ages and levels)

Newcastle College is committed to safeguarding and promoting the welfare of children, young people, and adults at risk and expects all staff and volunteers to abide and share this commitment.

This document is available in the following alternative formats.

- Large print
- Coloured paper
- Braille and Tactile diagrams
- Audio
- Subtitling
- Simplified document content

If you require this document in an alternative format, please contact CSS@nclcoll.ac.uk

This procedure is regularly reviewed to ensure it is accessible and fair to all. The implementation of this procedure is not considered to have a negative impact on protected characteristics.

This procedure of CEIAG for Newcastle College sets out a commitment to all learners, College staff, employers, parents and carers and other agencies to ensure full CEIAG support is embedded at every stage of a learner's journey.

The Newcastle College Careers Leader is responsible to ensure this procedure is strategically implemented and coordinated across all relevant departments.

Curriculum Management has responsibility to ensure this procedure is operationally implemented.

Curriculum Intent

The intent of the College curriculum is to.... *develop the skills that students need for their next steps in education, training, or employment.*

A statement of the intent of curriculum is made by provision type, i.e. Education Programmes for Young People, Adult Learning Programmes, Provision for Learners with High Needs, and Apprenticeships as outlined below:

Provision Type	Strategic Intent
----------------	------------------

E&T – Education Programmes for Young People	Programmes intended to prepare people to progress to their next level of study or employment.
Adult Learning Programmes	Programmes intended to enable adults to lead fulfilling lives and prepare them for work by developing the skills required by the region.
Apprenticeships	Programmes intended to provide full occupational competence in a recognised occupation.
Provision for Learners with High Needs	Programmes intended to prepare learners for their next steps in education, training, or employment, and promote independence.

Every taught session at Newcastle College aims to include a focus on the ‘big picture’; the purpose of activities and the content of every session is to prepare learners for their chosen employment sector, linking the development of skills, knowledge and behaviours to their career and progression goals. The intent is to ensure learners are aware of the importance of developing these new skills which are reviewed at sequential points throughout their course of study.

4. Definitions

FE – all further education provision incorporating both education and training and apprenticeships which includes 16-18 years old and adults.

Education and Training (E&T) – provision formerly known as ‘School based provision’. Apprenticeships – includes both infill provision and offsite apprenticeship provision.

Learner – The term ‘learner’ includes trainees, apprentices, students, pupils, and others, including in some cases employer’s own employees who receive training or learning.

Work Placement – A placement on an employer’s premises in which a learner undertakes a range of planned tasks and duties, relevant to a particular job role, with an emphasis on learning new skills and behaviours and demonstrating these in practice.

5. Procedure

The following details the College approach to how CEIAG at Newcastle College is fully embedded across provision. It provides both strategic and operational mechanisms to deliver timely support throughout a learner’s journey, so they are

equipped with the knowledge, skills, and behaviours they need to make positive career decisions and improve their employment opportunities.

This procedure is embedded into the study programme or apprenticeship and includes activities that aim to:

- develop learners through positive engagement of careers, employability and enterprise and work experience activities (where appropriate)
- provide opportunities for learners to learn more about the labour market and the world of work
- increase awareness of personal development through enrichment opportunities to enhance learner's prospects such as social action, volunteering, and citizenship
- provide timely progression advice and support on next steps including Further Education, Apprenticeships, Higher Education, and into employment.

Newcastle College is committed to supporting all students to be confident and competent about their future career development and for them to achieve well.

Transition Support (Pre-enrolment)

Learners, parents and carers, and employers have access to unbiased information about career development opportunities. Newcastle College's aim is for all learners to understand the progression pathways and the skills required to be part of the local and national workforce and we proactively encourage parents and carers to participate in supporting learners in their care to do so. Learners are also able to make the link between course content, their next steps, and opportunities to experience the world of work.

The Newcastle College website integrates EMSI careers data into subject and course pages. This information supports prospective learners to identify career opportunities aligned to their area of interest and includes information on job tasks, skills, and salaries. In addition, learners can perform a career search and view associated College courses.

Newcastle College's offer includes access to:

- Information, Advice and Guidance College Events and Open Days which take place at intervals throughout a year.
- The College's Education Partnerships Team who engages collaboratively with schools from across the region offering general and bespoke course and career presentations and on-campus tours and taster days.
- The College's website which provides a 'shop window' to all the information students, parents and carers need on courses and the support we offer

including full and part time courses, Apprenticeships and Higher Education through Newcastle College University Centre.

- Student Services and Careers Guidance Section – Financial support with course fees, study costs and other financial support available e.g. Free school meals, support with travel and college bursaries, childcare and accommodation, IT support and DBS Application support.
- 1:1 Course and Careers advice appointments which are available to book through our Student Services Team at enquiries@ncl-coll.ac.uk .
- Offer of an external referral service to the National Careers Service, signposting to local authority Careers Hubs providing further support and access to labour market information.
- Transition support for students with a special educational need and/or disability.
- Support to meet outcomes detailed in Education, Health, and Care Plans, including those which reference Preparation for Adulthood and progression.

On-Programme engagement

Support is provided to learners to help them positively engage throughout the duration of their course to make good choices about what they need to do to successfully achieve their personal and career aspirations and progress in their working life.

The aim of induction is to prepare students to be:

- ready to learn
- skilled in the techniques to learn and understand the journey they are taking
- able to plan their intended next steps to reach their career destination
- inspired and dedicated to meet the requirements of the course and achieve well

Study Programme Learners

All study programme learners will create and complete a 'Career Plan' using eTrackr during the initial weeks on their course. This plan will act to promote the intent of a learner and demonstrate the progress they need to make to successfully achieve.

At planned milestones throughout a course, a learner will engage in group and individual tutorial sessions to reflect on current progress, this includes:

- Engaging in 1:1s with Personal Tutors where their Skills, Knowledge and Behaviours are reviewed at intervals across the course.
- Timetabled employability sessions with a Work Experience Coordinator throughout the year, during which their Career Plan will be updated.
- Progress Reviews, which are conducted twice a year, to ensure learners are on track based on their initial target setting at the beginning of their course.

- Reviewing and recording their own progress using action plans and adding updates using eTrackr.
- Demonstrating essential and transferrable skills development by adding and updating evidence and justification statements to reflective logs.

Apprentices

All apprentices will create and complete a 'Career Plan' at the start of their apprenticeship and upload this to Smart Assessor.

This plan will act to promote the intent of an apprentice and demonstrate the progress they need to make to successfully achieve.

At planned milestones throughout a course, an apprentice will engage in group and individual tutorial sessions to reflect on current progress, this includes:

- Engaging in 1:1s with Skills Trainers where their Skills, Knowledge and Behaviours are reviewed at intervals across the course.
- Progress Reviews, which are conducted every eight weeks, ensure apprentices are on track based on the progress they are making.
- Reviewing and recording their own progress using action plans and adding updates.
- Demonstrating essential and transferrable skills development by adding and updating evidence and justification statements to reflective logs.

Adults

Adults are supported through a range of opportunities to develop their skills.

A dedicated National Career Service (NCS) Office provided for adult 1to1 appointments is located within Student Services Centre in Armstrong House on the main campus.

A qualified external Careers Adviser provided by JET also, as part of the National Careers Service is based at Riverside Dene two days per week to provide careers advice and guidance, CV creation, job search and employability mentoring.

Adults aspiring to start their own business are also supported with translating qualifications from their home country and arrangements for 1:1 career appointment bookings are also available through a dedicated booking service with a trained National Career Service Advisor. Alternative advice and guidance for adults is also available from [The Skills Hub at Newcastle City Library](#)

Progression, Achievement and Destination

All learners are entitled to impartial CEIAG to assist them with progression and career planning.

This is delivered by a range of support staff and departments and is embedded into schemes of learning at sequential points in the year. Curriculum teams delivering study programmes are supported by their faculty Work Experience Team, Student Services, the Education Partnerships Team, and Higher Education Recruitment Coordinators to ensure all learners are appropriately supported to make informed choices regarding their next steps.

All learners can undertake a formal guidance interview with a trained Careers Advisor to inform and support a learner's next steps and progression. Guidance interviews are bookable through Student Services and conducted through the National Careers Service.

All students on Level 3 programmes participate in activities to promote progression either onto an Apprenticeship, into employment, or onto further studies through Higher Education. A variety of supported progression related activities, as part of the tutorial activities and preparation for work timetabled sessions, are planned, and delivered to inform and provide awareness of progression options.

This includes:

- Understanding Apprenticeships
- Job interview support and preparation
- Support on making an application to Higher Education
- Progression to Newcastle College University Centre (NCUC),
- Student Finance and applications through UCAS – delivered by the Newcastle College University Centre (NCUC) team.

Intended, actual and sustained destination information is collected following the Learner Destination Collection Procedure (QPRO 04) for Education and Training Programmes of Study, Adult students, and Apprentices.

Referral to appropriate support staff is also offered throughout a learner's course to allow them to make early informed decisions regarding their next steps.

Planned review, evaluation and self-reflection of a student's progress is core to the success of a student achieving their intended career destination. Monitoring of progress on a course will differ depending on what provision type a student is enrolled on. The overall intent of Newcastle College's CEIAG Procedure is to ensure that all learners know all opportunities available to them and are aware of all possibilities and future challenges and can manage these accordingly.

Through positive engagement in all aspects of a learner's course they will:

- Make a positive contribution to their personal and career development, taking ownership of their needs and responsibilities to explore and maximise the range of opportunities available to them.

- Make informed decisions at sequential milestones on their course to review their targets and proactively build on feedback from a range of relevant stakeholders including personal tutors, vocational tutors, work experience coordinators, careers advisors and employers as part of the wider resources and support they have access to.
- Understand the balance of life and work to contribute effectively to the world around them and consider their responsibilities within the workplace and within society in general.

Exit interviews in the form of 1:1's take place at the end of a course, where progression either to the next level of qualification, an apprenticeship or higher education options are discussed with a learner's personal tutor or skills trainer.

Preparation for Work – Work Placement on Programmes of Study

'Preparation for Work' is an essential component of a 16-18 Study Programme and helps learners successfully prepare for employment in a range of contexts. It includes content to improve learners' general awareness of the world of work, as well as their understanding of sectors in relation to their career ambitions so they can make informed career choices.

Study programme learners must complete a minimum of between 35-52.5 hours of planned employability activities dependant of their level of qualification which are recorded through the development of a portfolio of evidence / workbooks and the hours are recorded using eTrackr.

Description	Criteria - below are example activities that will act as evidence that the Learning Outcome has been achieved. It is not an exhaustive list and they <u>do not</u> all have to be completed.
A) Explore the range of organisations and job roles related to your career ambitions	<ul style="list-style-type: none"> • explore how to find a job / source a suitable work placement linked to career ambitions. • investigate different organisations: public, private, voluntary, self-employment, entrepreneurship. • investigate different career opportunities within the different organisation types.

<p>B) Review and build on employability skills (behaviours, attitudes, and attributes) required to be successful in a career.</p>	<ul style="list-style-type: none"> • investigate employability skills needed to be successful in wider employment and in relation to the learners' career ambitions, e.g., communication, teamwork, problem solving, using your initiative, time management, flexibility, creativity, positivity, leadership skills, independence, understanding how to stay safe at work. • self-assess employability skills. • develop employability skills.
<p>C) Carry out and review work-preparation activities.</p>	<ul style="list-style-type: none"> • complete a work placement / internship (primary focus) • career planning • applying for jobs, e.g., CVs, cover letters, job application practice, interview preparation (1-to-1 Personal Careers Guidance Interviews, National Career Service Personal Interviews) • attending career events, e.g., career fairs, networking/employer events, career insight talks and presentations, apprenticeship events • employer engagement activities, e.g., visits, guest lectures, professional discussions, live projects • participate in skills competitions, e.g., World Skills • participate in community/voluntary activities, e.g., charity events, National Citizen Service, fund raising projects, 'The Key' Social Action project(s) • complete relevant additional activities/qualifications that supports learners to move towards employment, e.g. First Aid, Keeping Safe and Healthy projects, • complete reflective activities, e.g., in a logbook or on the learner eLLP

A learner's personal and social development, professional behaviour and continuous reflection of their performance is supported through high-quality meaningful enrichment opportunities, experiences of work and placements and engagement in related group and 1:1 tutorial activity.

All full-time learners enrolled to a Study Programme are encouraged to participate and record their achievements and to be recognised for their self-development through engagement with the NCG Guarantee. This is a structured enrichment opportunity designed to equip learners with the essential skills that enhance their *employability*, *community* engagement, *enterprise* mindset, *mental fitness*, and *digital* competence.

This includes the offer of:

- opportunities that prepare them to access work placements with an employer external to the college, undertake work experiences and work-related activities which enhance their prospects of employability and develop awareness to make career decisions.

- purposeful and substantial work experiences and activities that offer challenge and that are relevant to their main study programme and intended career destination.
- if appropriate to the level of study programme, an approved employer placement offering a safe and well managed environment which provides a genuine learning experience suited to the needs of the student.
- full support at every stage of their work experience journey through preparation, understanding employer requirements, reflection of learning and follow up impact on knowledge, skills, and behaviours on return to college.

6. References/Linked Policies and Procedures

NCG and NCL Policy and Procedures:

- NCG Careers Education Advice and Guidance Framework
- NCG Teaching Learning and Assessment Policy
- NCG Educational Visit Policy
- NCG Guarantee
- NCL Further Education and Admissions Policy
- NCL Tutorial Procedure
- NCL Stakeholder Engagement Procedure FE
- NCL Learner Destination Collection Procedure (QPRO 04) for Education and Training Programmes of Study, Adult students, and Apprentices.

External Frameworks:

- The Matrix Standard
- The Gatsby Benchmark Framework (November 2024)
- The Career Development Institute (CDI) Careers Development Framework (April 2021)
- DfE Careers guidance and access for education and training providers (January 2023)
- House of Commons Education Committee – Careers Education, Information, Advice and Guidance (June 2023)
- House of Commons Education Committee - Careers Education, Information, Advice and Guidance: Government response to the Committee’s Fourth Report (19 September 2023)

7. Variations

This procedure has been revised to include current departmental staffing and operational updates in response to the changes to the NCG CEIAG Framework, taking into consideration Newcastle colleges commitment as a ‘Early Adopter’ of the 2024 amendments to the Gatsby Benchmarks for Colleges.

8. Appendices

Appendix 1: CEIAG Key Contact Information

Careers Leader

Ronald Burn (Head of Careers Education and Student Progress)

Email	ronnie.burn@ncl-coll.ac.uk
Telephone Number	Internal Direct line: 0191 200 4862 Mobile: 07909334592

Central Personal Development Team

Work Experience Management

Yvonne Tallen (Work Experience Manager)

Email	yvonne.tallen@ncl-coll.ac.uk
Telephone Number	Internal Direct line: 0191 200 4916 Mobile: 07990830023

Tutorial Management

Dave Bostock Smith (Further Education Development Manager)

Email	dave.bostocksmith@ncl-coll.ac.uk
Telephone Number	Internal Direct line: 0191 200 4058

Enrichment Management

Brogan O'Connor (Enrichment and Sports Development Manager)

Email	brogan.oconnor@ncl-coll.ac.uk
Telephone Number	Internal Direct line: 0191 625 7246

Student Engagement Advisor Team

Jennifer Bainbridge (Student Engagement Advisor-Team Leader)

Student Engagement Advisor Team	Joanne McShane, Vicky Rayson, Tinks Stirling, John Rumbles, Mark Jamieson
---------------------------------	---

Email	enquiries@ncl-coll.ac.uk
Student Services Enquiries line	0191 200 4000

Student Services

Roz Kirton (Head of Admissions - NCG)

Student Services Advisor – Team Leader	Stacey Bowe
Student Services Advisor Team	Laura Armstrong, Kathryn Horsman, Charlie McKinnell, Ellen Frisken, Laura Watson, Pamela Kennedy, Louise Miller

Email	enquiries@ncl-coll.ac.uk
Student Services Enquiries line	0191 200 4000

Education Partnerships Team

Katherine Robson (Education Partnerships Manager)

School Liaison and Transition Coordinators	Katie McCluskey, Tom Goundry, Lauren Entwistle
Student Recruitment Coordinator	Emily Atkinson
Marketing Events Officer	Kimberley McGinty

Email	enquiries@ncl-coll.ac.uk
Education Partnerships Enquiries line	0191 200 4000

Higher Education Progression

Chris Towers (Higher Education Recruitment Coordinator)

Email	chris.towers@ncl-coll.ac.uk
-------	--

Telephone Number	Internal Direct line: 0191 2004459
------------------	------------------------------------

CEIAG Performance Review Meeting Schedule

Week No/Dates	Information
Week13 Wednesday 04/12/23 3pm	Data collection/Sources of Evidence Classic Compass Tool Audit 1 /Action Planning
Week26 Wednesday 26/03/253pm	Data collection/Sources of Evidence Classic Compass Tool Audit 2 / Action Planning
Week35 Wednesday 18/06/25 3pm	Data collection/Sources of Evidence Classic Compass Tool Audit 3 / Action Planning

Published CEIAG Information Schedule

Term/Dates	Information
Term 1 - Week Commencing 09/12/24	CEC (Careers and Enterprise Company) Classic Compass Tool Audit 1
Term 2 - Week Commencing 31/03/25	CEC (Careers and Enterprise Company) Classic Compass Tool Audit 2
Term 3 - Week Commencing 23/06/25	CEC (Careers and Enterprise Company) Classic Compass Tool Audit 3