

Careers and Education, Information, Advice and Guidance Policy v3

Employment, Skills and Training (EST)

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Version	Date	Summary of changes
V0.1	10/09/2023	Initial draft
V1.0	22/11/2023	First issued
V1.1	13/03/2025	Extended renewal date due to change in personnel
V1.2	23/10/2025	Minor amendments to mailbox and manned hours, renewed web links
V2.0	03/11/2025	Annual update
V3.0	11/09/2026	Annual update

Change Control

Any requested changes to this document should be emailed to: jennifer.palmer@serco.com

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1. Acronyms & Definitions

Acronym/Term	Definition
CEIAG	Careers and Education, Information, Advice and Guidance
EST	Employment, Skills and Training
STS	Skills and Training Services

2. Introduction

2.1 Purpose

The purpose of this document is to outline the Careers, Education, Information, Advice and Guidance (CEIAG) services Serco Employment, Skills and Training (EST), specifically the Skills and Training Services (STS) business commits to provide. CEIAG services are available to prospective and on programme students, apprentices, and employers. The policy is designed to ensure consistent, effective, and fair treatment for all. This policy has been impact-assessed to ensure that it does not adversely affect anyone on the grounds of state protected characteristics.

The term "learner," within this policy, is used to describe all learners and apprentices involved with STS, this also includes those learners enrolled with subcontractors.

3. General Principles

CEIAG is embedded throughout the learners' journey from initial assessment, through to one to one and progress review sessions. Additional opportunities will be offered at key stages of the programme and to any individual on request. Where STS, or its partners, do not have the information requested, it will signpost learners to the relevant organisation.

Advice provided is impartial and confidential to enable learners and potential learners to make informed choices as to the most appropriate route for their personal and career development.

4. Statement of Service

STS offers initial information, advice and guidance on learning options, qualification pathways and support with learning. Information, advice, and guidance on progression routes including Further / Higher Education, careers and work-based learning is offered as the learner progresses through their programme.

The CEIAG services STS provides are free and can be provided through face-to-face, telephone, or written format, as well as digital platforms such as Microsoft Teams. STS promotes and supports, equality of opportunity and wherever possible, will seek to provide information in a format which suits the needs of the individual.

5. CEIAG

STS:

- Offers impartial information and advice on choosing the most appropriate learning programmes to suit the needs of individual learners.
- Aims to meet the needs of employers by providing information and advice related to business training needs.
- Supports learners during their learning and training with specialist advice in all aspects of learning.
- Offers referral to a dedicated support team in line with our Learning Access & Participation policy.
- Maintains and publicises up-to-date information on all its programmes and support services.
- Will signpost, where relevant, to other appropriate agencies and providers.

- Will provide a one-to-one CEIAG support session to any learner who is considering changing their course or to withdraw from programme to enable them to make informed choices on their next steps.
- Will provide any reasonable advice on learning routes available to any learner that withdraws from a programme (including any learner whose employment is terminated).
- Supports learners during their learning and training with ongoing careers advice and guidance.
- Helps learners to progress, in learning and at work, by removing any barriers they may face in their ability to learn, developing transferable skills and gaining new qualifications.
- Encourages its staff to provide lifelong career management skills to assist learners in making choices now and in the future.

6. Confidentiality

All information gathered during discussion with an individual will be regarded as confidential. Any limitations about confidentiality will be made clear to the client at the earliest possible stage (i.e., the requirement of audits by the Department for Education or Ofsted).

7. Service Standards

STS is committed to providing a coherent CEIAG service. Individuals and employers can expect us to provide a service that is:

- Professional and knowledgeable.
- Confidential.
- Impartial.
- Open and transparent.
- Accessible and visible.
- Committed to equality of opportunity.
- Responsive to the present and future needs of the individual.

STS and its partners will:

- Respond to all enquiries promptly, where possible within five working days.
- Refer to other providers and specialist organisations if we cannot meet the individual's needs in full.
- Provide all course information documents – available on request from STS.
- Seek innovative and accessible ways to provide CEIAG
- Maintain an email service to all enquiries
- Accept appropriate referrals from one of our partner organisations

8. Improving Standards

STS welcomes all feedback provided on the services we provide, as well as undertaking learner and employer surveys at different points throughout the year. STS will seek to obtain regular on-course feedback in relation to the units / modules completed and the quality of the workshops. Users can provide feedback anonymously should they wish.

STS will use the information received in customer feedback to improve the services it provides. If our CEIAG services do not meet learner expectations, we aim to try and resolve any concerns informally at first. If the matter cannot be resolved through these channels, please refer to the Complaints, Whistleblowing and Appeals Policy.

STS is committed to undertaking Matrix Accreditation every three years to evaluate the success and effectiveness of our careers provision. This regular assessment allows us to continually refine our services, ensuring they remain relevant and impactful. The Matrix Accreditation process will help us identify areas for improvement, celebrate our successes, and demonstrate our dedication to providing exceptional careers guidance that empowers individuals to make informed decisions about their future.

9. Further Information

For further information, please contact us:

Email: Sercoskills@serco.com

Mailbox Hours: Monday – Friday 10:00 – 16:00