

# Hartlepool Jobs and Skills Service



## Careers Guidance Policy

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## 1. PURPOSE

The purpose of the Careers Policy is to set out the intent, expectations and ambitions of the Hartlepool Jobs & Skills Service to deliver an exemplary Careers Service which meets the needs of individuals, the local community and employers within Hartlepool and throughout the Tees Valley.

## 2. AMBITION

The aim and ambition of the Hartlepool Jobs & Skills Service is to:

- Ensure that all learners have access to high-quality, impartial Careers Education, Information, Advice and Guidance (CEIAG) provisions so that they can make informed choices about their future learning and career opportunities and are supported to progress into a positive destination.
- Ensure that all relevant staff and volunteers receive high-quality Continuous Professional Development, guidance and mentoring support so that they have the expert knowledge to deliver the very best CEIAG
- Ensuring that progressing learners into a positive destination is a whole service approach, with all Board Members, Staff and Volunteers focused on embedding careers within the foundation of the activities across the service.
- Realise its ambition of achieving its overall target of progressing 100% of learners from our Skills Provision to Positive Destination.

## 3. FOUR A'S ETHOS

The service has created a culture that provides a respectful, supportive, friendly and positive environment so that all learners can learn in a safe atmosphere and get the most out of their learning experience.

The Hartlepool Jobs & Skills Service is here to support all of our learners to succeed in their learning and to assist individuals in making informed choices about the next stage of their education, employment, self-employment or training.

The service has now adopted the 'Four A's to outstanding achievement' ethos, which encourages all learners to focus on their:

- **Attendance**
- **Attitude**
- **Aspiration**
- **Achievement**

By the service and learners focusing on the 'Four A's to outstanding achievement', we are confident that we can continue to support all learners to reach their full potential and achieve their long-term goals, which are integral to this policy.

#### **4. STATEMENT OF INTENT**

To ensure that the service provides outstanding quality Careers Education, Information, Advice and Guidance (CEIAG) for all learners to help them make informed choices about their current learning and create future career plans, it has produced an updated 3-year careers plan which was implemented in April 2021 and which has cascaded to all Staff Members.

This 3-year plan, when fully implemented, will ensure that the service provides the highest quality information, advice and guidance for learners and will adopt:

- Post-19 Careers Benchmark
- Ofsted's requirements under the Education Inspection Framework
- Standards set by experts such as Investors in Careers and Matrix
- Tees Valley Combined Authority Education, Employment and Skills Strategy

A dedicated Careers Service Strategic Group meets bi-monthly, and the Careers Plan continues to be implemented across the Hartlepool Jobs & Skills Service. The intent is that through this policy and plan, 100% of learners studying on Skills Provision will progress into a Positive Destination.

#### **5. ENTITLEMENT FOR ALL LEARNERS**

This policy states that all learners will be entitled to ensure they are prepared for the next stages of their progression and the world of work. This entitlement will be continuously reviewed and revised so that it remains suitable to help all learners to progress.

The entitlement will guarantee that all learners will receive the following:

- A universal and impartial Careers Service to support them in achieving their aspirations and progress in their choice of career pathways.
- A named Careers Advisor to offer ongoing support to help them progress into further education, volunteering and/or employment.
- Access to specialist services within the Community Hubs and externally, such as National Careers Service.
- Access to a guaranteed high-quality and meaningful placement through Volunteer Hartlepool.

- Access to Functional & Digital Skills courses to improve learners' English, Maths and Essential Digital Skills.
- Access to specialist projects such as Tees Valley Youth Employment Initiative supporting 15-29-year-olds who are Unemployed or Economically Inactive.
- Additional Learner Support such as 1:1 Classroom Support, Adaptive Resources and funding to cover costs such as Childcare and Travel.
- Access to Safeguarding & Wellbeing Team, who are here to listen and, where relevant, signpost learners to services such as mental health provision, financial and debt management advice and housing and benefits advice.
- Access to Public Health Initiatives, including Community Sports Programmes, Smoking Cessation and Mental Health Support Services.

## **6. PARTNERSHIP WORKING**

This policy establishes and sets out that Hartlepool Jobs & Skills Service will continue to effectively:

- Work closely with the business community to identify skills requirements so that the curriculum can be co-created to meet local and national skills priorities.
- Work closely with National Careers Service and other key stakeholders to strengthen our careers offer.
- Build and enhance working relationships with other training providers to ensure a collective understanding of what provision is available at a local, sub-regional, regional and national level so that impartial advice can be provided to all learners.
- Work closely with stakeholders such as Tees Valley Combined Authority and Department for Work & Pensions to receive and disseminate key career information such as labour market information to learners and staff.

## **7. QUALITY ASSURANCE**

The service already has high-performing quality assurance systems, procedures, and practices relating to CEIAG, which have been comprehensively assessed and approved through external scrutiny. This includes scrutiny via Awarding Bodies, Investors in Volunteering, Investors in Careers, Matrix and Investors in People and the most recent Ofsted Inspection.

In addition to the external scrutiny, the service produces an annual Self-Assessment Report (SAR) and Quality Improvement Plan (QIP). The SAR provides leaders,

managers, governors, staff, volunteers, learner representatives and external key stakeholders with an opportunity to identify the previous 12 months' performance, areas for development and measures required to improve the service further.

Within the SAR, there is detailed information on how the service is progressing against its positive destination targets and careers service. Ofsted confirmed in the 2017 inspection that the report was factual and robust.

To support this policy and enhance quality assurance standards further, the Careers Plan will adopt the following:

- Requirements set out in Education Inspection Framework include three I's Intent, Implementation and Impact.
- Good Practice from Matrix and Investors in Careers Standards, including Annual CEIAG Observations for all relevant Staff Members.
- CEIAG Peer Mentoring Support for all relevant Staff Members alongside regular bi-monthly Master Practitioner CPD Sessions.
- Regular external scrutiny of the service by specialist partners such as National Careers Service
- Annual evaluation against the Post-19 Careers Benchmarks, which provides a framework for improving our careers service, will help the service gain a greater understanding of how our provision of career guidance compares to the model of best practice set out in Post-19 Benchmarks.

## **8. ACTIONS TO ENHANCE CAREERS SERVICE**

To ensure that the Careers Service's aims and ambitions are realised, there will be a broad range of actions delivered as outlined within the 3-year Careers Plan, such as:

- An annual Self-Evaluation of the Careers Service.
- Enhancement of the Careers Hub and development of Jobs & Skills Hubs across Hartlepool.
- Offer Individual Career Plans for all learners, which will be easy to use and recognise learners' ambitions.
- All Tutors/Assessors will be monitored and, where necessary, provided with further training on embedding CEIAG within the curriculum.
- All staff who deliver IAG will continue participating in bi-monthly Master Practitioner CPD Sessions.
- Continuation of a Termly Service Newsletter will incorporate careers, including internal and external opportunities available for learners.

## **9. MONITORING**

Monitoring the standards of the Careers Service and this policy will be the responsibility of the:

- Careers Service Strategic Group that meets on a bi-monthly basis to monitor the progress of the Careers Plan

The group will also take responsibility for monitoring and refreshing this policy on an annual basis. It will be accountable for undertaking an annual self-evaluation of the Careers Service based on the Post-19 Career Benchmarks. The findings of the evaluation will be reported to the Governance Board.