

Careers, Information, Advice & Guidance Policy



Introduction

CITB National Construction College is passionate about empowering and inspiring our apprentices to reach their full potential. We support in developing the skills, knowledge and self-confidence of our apprentices as well as support the employers, the construction community and economic strategies. Every potential and current apprentice is treated with acceptance and fairness, and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position within the organisation.

The purpose of this policy is to set out the careers, information, advice and guidance (CIAG) provision CITB National Construction College provides to potential and current learners, parents/carers/guardians, staff and employers. The policy should be read in conjunction with CITB policies and procedures including:

- Code of Conduct
- Complaints
- Conflicts of Interest
- Equality and Diversity
- Health, Safety and Wellbeing
- Equal Opportunities

A large blue circle containing white text. The text is centered and reads: 'SUPPORT THE CONSTRUCTION INDUSTRY TO HAVE A SKILLED, COMPETENT AND INCLUSIVE WORKFORCE, NOW AND IN THE FUTURE'.

**SUPPORT THE
CONSTRUCTION
INDUSTRY TO HAVE
A SKILLED,
COMPETENT AND
INCLUSIVE
WORKFORCE, NOW
AND IN THE FUTURE**

Policy Aims

CITB National Construction College aims to provide effective information, advice and guidance (IAG) on learning and work opportunities embedded within its learning programmes as well as designated CIAG activities.

Our Purpose:

Support the construction industry to have a skilled, competent and inclusive workforce, now and in the future.

Learners can expect CIAG to be:

- Confidential
- Impartial
- Competent
- Trustworthy
- Open and transparent
- Accessible to all eligible users
- Committed to equality of opportunity
- Focussed on the needs of the individual
- To be in their best interest

CITB National Construction College is committed to ensuring that all learners on an apprenticeship programme develop the knowledge, skills and behaviours required to support them in their development and progression into their chosen career, as well as meet the needs of employers and the skills market in the construction industry. It aims to:

Raise Awareness and Aspirations: Raise goals, build self-confidence and empower learners to make informed decisions in their personal and professional development.

Develop Skills: Offer guidance to develop essential soft/transferable skills such as communication, teamwork, problem-solving, and adaptability. Alongside developing lifelong learning to support them in achieving their full potential personally and professionally.

Inform Decision Making: Equip learners with reliable and up to date, information and resources to support in making well-informed career decisions, including educational pathways, training options, and be informed of labour market trends.

Meeting Needs: Respond to the needs of each learner and ensure that the correct reasonable adjustments are made, ensuring financial and specialist guidance is provided where possible. The service will reflect the neurodiverse needs of learners both in the present and in the future.

Promote Equality, Diversity and Inclusion: All individuals, regardless of background or protected characteristics, will have equal access to the CIAG service. The service will positively promote diversity and challenge stereotyping.

Partnership Working: To effectively link with other organisations such as industry experts, alumni, employers and other support networks to enhance the CIAG offer.

The aim of this policy is to provide a solid careers framework, which will incorporate the Gatsby Benchmarks to deliver an accessible, inclusive, competent, and impartial careers provision. Individualised and personalised to the learner. We will seek collaboration from stakeholders to ensure that the strategy provides a sufficient framework for its users. Whilst the Gatsby Benchmarks were devised to support careers strategies within schools and colleges, CITB National Construction College recognises the benefit for impartial information, advice and guidance for learners of all ages, and reflects this in its strategy.

Gatsby Benchmarks:

1. A stable careers programme.
2. Learning from career and labour market information.
3. Addressing the needs of each student.
4. Linking curriculum learning to careers.
5. Encounters with employers and employees.
6. Experiences of workplaces.
7. Encounters with further and higher education.
8. Personal guidance

Likewise, we will take information and guidance from a range of sources such as, but not limited to:

- [Department of Education \(2017\) Careers Strategy: Making the most of everyone's skills and talents](#)
- [Department of Education \(2023\) Careers guidance and access for education and training providers: Statutory guidance for schools and guidance for further education colleges and sixth form colleges](#)
- [The Careers and Enterprise Company \(2022\) Building good practice in careers education: Insight and guidance for training providers](#)
- [Ofsted \(2023\) Independent review of careers guidance in schools and further education and skills providers](#)
- [The Careers Development Institute Code of Ethics](#)
- [The Careers Development Institute Career Development Framework](#)
- [The Revised 2023 Matrix Standard](#)

The Policy will be fully available to apprentices, employers, parents/carers/guardians and staff and be publicised in an accessible manner.

Objectives

- All CIAG delivery will be accessible, competent, impartial and trustworthy. CITB National Construction College will take accountability of their career provision as well as adopt an approach of transparency and autonomy.
- Promote the service to raise awareness of the CIAG support available to learners, parents/carers/guardians, employers and curriculum staff and in turn increasing knowledge on what CIAG can offer and how to access the service.

- Providing learners with timely and targeted information, advice and guidance at key points in their course as well as a referral system when learners feel they need advice and can access the service on an individual basis.
- Learners will have access to a qualified Careers Advisor whereby they can gain timely CIAG to meet their individual needs. As well as gain information on how to obtain CIAG outside of the college through Careers Advice services in their geographical area (see Useful Links)
- Ensuring that our online information and advice resources are current, accurate and gained from reputable sources, as well as when printed information is offered it is at the time relevant and up to date.
- Ensuring members of staff have opportunities for continuous professional development (CPD) appropriate to their roles.
- Identifying key internal and external points of contact, such as staff in different departments, or external agencies, to inform and support the provision of CIAG.
- Provide learners with a bespoke online CIAG portal, Association of Apprenticeships, whereby learners can access a wealth of information related to career progression at any time, which will record completed tasks and offer personalised information.
- Offer alumni learner 6 months CIAG after completing their programme to ensure a successful destination.
- Gain, reflect and review destination data as well as feedback from all stakeholders, and make the necessary changes to guarantee a comprehensive, structure and impartial CIAG provision.

Commitments

This policy applies to all CITB National Construction College learners and prospective learners. CITB National Construction College believes that all current, prospective and alumni learners should be entitled to:

- Opportunities to discuss their individual learning and career needs before, during and after the learning process.
- Enhanced opportunities for discussion at points of transition such as enrolment, induction, ongoing throughout the duration of learning and at the end of their course.
- Access to impartial information, advice and guidance with a suitably qualified careers advisor that upholds good practice standards.
- Confidential referrals for specialist information, advice and guidance where appropriate.
- Access to information for progression opportunities

IAG Definition

Information:

Refers to the provision of factual and reliable data relating to opportunities and current trends. Information can be imparted by range of resources, activities and further support such as:

- Face-to-face contact, whether within a group or on an individual basis.
- Printed and online resources.
- Telephone and video call support.
- Working with external partnership organisations.

Advice:

An in-depth interaction with the learner which is impartial and non-judgemental. It includes the explanation of material as well as how to access and use the information.

- Helping to understand and interpret information.
- Providing information and answers to questions and clarifying misunderstandings
- Understanding their circumstances, abilities and targets.
- Advising on options or how to follow a given course of action.
- Identifying needs, signposting and referring learners who may need more in-depth guidance and support.

Guidance:

Guidance is of guiding, leading or providing direction. Guidance is based on a person's judgement rather than fact. Guidance aims to support learners to:

- Better understand themselves and their needs.
- Confront challenges to gain a better understanding of the situation.
- Resolve issues and conflicts.
- Develop new perspectives and solutions to problems.
- Be able to better manage their lives and achieve their potential.

Roles and Responsibilities

The roles and responsibilities of staff within CITB National Construction College are important to the delivery of CIAG to ensure that the service is delivered to the highest standards.

- **Board:** To ensure the CIAG strategy aligns with the organisational vision and values meeting the expected impact of delivery.
- **Senior Leadership:** To oversee the delivery of CIAG across all sites and to ensure that all standards are met.
- **Quality Manager:** To review the impact of IAG delivery on learners as part of the supportive review process. To monitor the effectiveness of CIAG through learner discussions and positive destination data.
- **Curriculum Managers and Leads:** To embed CIAG into curriculum processes and procedures, monitoring impact to assess areas of future development. To supervise and review processes and CIAG CPD with tutors as well as effectiveness of CIAG with learners via learner surveys and learner reviews. To ensure the recruitment and marketing team have up to date course information.
- **Teaching/Instructional Staff:** To ensure that 'learner facing' CIAG is impartial, reliable, and fit for purpose. To make CIAG visible and accessible in all teaching and learning practices. To signpost learners where necessary. Will embed advice on career paths linked to their course during delivery, to support learners to think of future career choices.
- **Apprentice Development Coach and Apprenticeship Officer:** To discuss career topics with learners during Progress Reviews, providing them with CIAG information and/or signposting them for more personalised and in-depth CIAG support from the Careers Specialist.

- **Account Managers:** To offer IAG on matching a potential learner to an apprenticeship and signposting their local careers services if not successful in gaining a placement.
- **Business Development Manager:** To ensure that all course information that is accessible to the public is up to date as well as all centre information and website information is correct.
- **Quality Team:** To monitor that the CIAG provision is meeting the standards and requirement lay out by Ofsted/SDS.
- **Careers Specialist:** Qualified Careers Advisor who will advise, oversee and deliver the CIAG provision. Will be responsible in supporting potential, current and alumni learners. To ensure that appropriate staff are trained in CIAG and learning is updated in line with curriculum standards. To ensuring that the CIAG provision is meeting the standards and requirement lay out by Ofsted/SDS as well as following key policies and good practice within CIAG such as the Gatsby Benchmarks.

CIAG Journey

CIAG is delivered at all stages of a student's learning including pre-entry, on the programme and during transition by a range of staff:

Pre-Apprenticeship Sign Up

- Discussion with the learner about their aspirations to ensure course suitability, and the potential career pathways to achieve their goals, including the different routes available. Provide guidance and signposting to their local publicly funded careers service if they are unable to meet the sign-up requirements.
- Identification of any additional support required for the learner to achieve their goals.

Induction

- An explanation of the different elements of the programme such as, timetable, the Apprenticeship Standards, off-the-job-learning, and roles of the different staff members to support the learner through their apprenticeship.
- Informing learners of support services available to ensure the successful completion of their programme.
- Introduction to the Careers Services, how careers learning will be part of their learner journey and how to contact the Careers Specialist for CIAG support.
- Log into and demonstrate the Association of Apprenticeships platform and its main features. Completing the Career Pulse Assessment.
- Identify progression routes upon course completion both internal and external.
- Support employers with off-the-job-learning requirements to enable learners to achieve and develop the skills in the workplace.
- Learning tips to support the learner to achieve their desired outcomes.

During Programme

- Through-out the apprentice's journey, learners can access impartial and confidential careers advice on a 121 basis from the qualified Careers Specialist over the phone, MS Teams or in person. Learners can either refer themselves or can be referred by any member of staff.

- Halfway through the learner's journey, a CIAG session on Personal Branding will be conducted to educate learners on self-awareness, their strengths and weaknesses, personality, skills, knowledge, experience and how these are important and unique traits for them to be successful in the personal and professional life.
- At the end of the learner's programme, instructors will deliver a Next Steps session to inform and inspire the learners on their career progression options.
- Run a calendar of events at specific times of the year linked to national events.
- A bank of CIAG resources available and accessible for curriculum and support staff to embed CIAG education into curriculum learning.
- Business bootcamp sessions will be conducted on how to become self-employed and starting-up your own business as an option for learner's futures if applicable.
- A bank of online videos (vlogs) from employers and alumni will be compiled for learners to access and learn about options and hear about others career journeys from CITB National Construction College and beyond.
- Up-to-date labour market information and labour market intelligence will be embedded in curriculum, progression reviews, CIAG sessions and 121s with the Career's Specialist.
- CIAG information as well as how to gain support through the CIAG provision will be made visible around the campuses through posters and subscriptions to construction related publications.
- Learners will have the online platform Apprenticeship of Association with their own account to access a large range of assessments to support them in identifying areas of development, strengths and personality traits as well as a range of resources to support in their learning and growth.
- During Progress Reviews, with Apprenticeship Development Coaches and Apprenticeship Officers, CIAG and careers progression will be discussed in each meeting.
- Guidance from instructors in their discussions on the different career paths available to them at the end of their studies using their sector experience.
- When possible, trips to other construction sites as well as trade shows will be arranged. If not, possible learners will be made aware to these events so they can make arrangements if interested.
- Highlighting the importance of maths, English and ICT skills and how technology is changing the construction industry.
- Soft skills and behaviour development to support learners through their programme, in work and for those who might choose a different career path upon the completion of their course.
- Exit Interviews will be provided to learner's who do not complete their programme to explore other options and refer them to other organisations that can support in personal and professional development.

Gateway

- Learners will be supported to be prepared for their end point assessments (EPA).
- Learners can access resources and support for EPA through their Association of Apprenticeship accounts.
- Opportunities for higher level study both within and external to CITB National Construction College to support the learner to achieve their career goals.

After Programme

- Alumni learners will be able to continue accessing their Association of Apprenticeship account and use the resources.
- Alumni learners can gain CIAG from the Careers Specialist 6 months after they have completed their program.

Working with Partners to support CIAG at CITB National Construction College

CITB National Construction College will work with relevant partner organisations to support the CIAG opportunities for learners and enquirers. We will refer to and seek guidance from partnership organisations to support learners with further learning opportunities to suit their development needs.

Monitoring, Review and Evaluation

CITB National Construction College incorporates a range of measures to assess the impact of their CIAG programme. This policy will be monitored, reviewed and evaluated in the following ways:

- Learner Surveys and feedback
- Employer feedback
- Learner engagement whilst on the programme.
- Review of action plans with the Careers Specialist.
- Desktop evaluations
- Analysis of destination data.
- Regular self-evaluation to monitor achievement of Gatsby Benchmarks, using the Compass Careers Benchmark Tool.
- Review of the policy every 12 months

Overall accountability for this Career Information, Advice and Guidance Policy within CITB National Construction College lies with the Learning Support and Personal Development Manager.

Useful Links

Careers Advice Services

England: <https://nationalcareers.service.gov.uk/>

Scotland: <https://www.skillsdevelopmentscotland.co.uk/>

Wales: <https://workingwales.gov.wales/>

Norther Ireland: <https://www.nidirect.gov.uk/campaigns/careers>

Go Construct: <https://www.goconstruct.org/>