

Learner Careers Information & Guidance (CIAG) Policy V4

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Diamond People (NE) trading as Tyneside Training Services

Introduction

At Tyneside Training Services (TTS), we believe that every learner should have access to high-quality, impartial and accessible Careers Information, Advice and Guidance (CIAG). Effective careers support helps learners understand their opportunities, make informed decisions and develop the confidence to progress into employment, further learning, apprenticeships or career advancement.

This policy explains the careers support available to learners and outlines what learners can expect during their time with TTS. Careers guidance forms an integral part of the learner journey and is available before enrolment, throughout training and following programme completion where appropriate.

The careers programme is designed in line with nationally recognised Gatsby Benchmarks to ensure learners receive effective careers support and progression guidance

Our Commitment to Learners

TTS is committed to ensuring that all learners have access to careers support that is impartial, inclusive and responsive to individual needs. We recognise that learners arrive with different experiences, ambitions and personal circumstances, and we aim to provide careers guidance that helps every learner achieve their goals.

Careers support is embedded throughout the learner journey and is designed to help learners understand the relationship between their learning programme, future employment opportunities and long-term career aspirations.

Learners will be encouraged to explore a range of progression opportunities and will be supported to make decisions that are right for them, based on their interests, abilities and personal circumstances.

What Careers Support Can I Expect?

Careers support begins during the recruitment and enrolment process and continues throughout programme delivery. Learners are introduced to available support during induction and have opportunities to discuss career aspirations during reviews, tutorials and progression planning activities.

Throughout their programme, learners will receive support to understand:

- Career pathways related to their chosen sector.
- Current labour market opportunities.
- Employer expectations and workplace behaviours.
- Employment and apprenticeship opportunities.
- Professional qualifications and development opportunities.
- Skills that support career progression.

Learners can request additional careers support at any stage of their programme.

Labour Market Information

Understanding the labour market is an important part of making informed career decisions. TTS regularly shares current labour market information to help learners understand employment opportunities, skills shortages and recruitment trends within their chosen industry.

Labour market information is incorporated into induction activities, training sessions, reviews and career discussions. This helps learners gain a realistic understanding of the opportunities available and the skills employers are seeking.

Particular emphasis is placed on opportunities within the transport, logistics and associated sectors, whilst also supporting learners who may wish to explore wider progression routes.

Planning for Progression

Progression planning is an ongoing process throughout the learner journey. Learners are encouraged to discuss their goals regularly with tutors and training staff, enabling support to be tailored to their aspirations.

Individual progression discussions may explore opportunities including:

- Employment.
- Apprenticeships.
- Further training.
- Professional qualifications.
- Promotion and career development opportunities.

Learners will be supported to create realistic action plans in their career planner designed to help them achieve their next career goal.

Personalised Support

TTS recognises that some learners may require additional support when planning their futures. Careers guidance is therefore tailored to individual circumstances and takes account of personal ambitions, existing experience and any barriers that may affect progression.

Additional support may be available for learners who:

- Have special educational needs and disabilities (SEND).
- Have caring responsibilities.
- Are care experienced.
- Have health-related barriers.
- Require additional support with learning or progression planning.

Where specialist careers support is required, learners may be signposted or referred to relevant external organisations.

Employer Engagement and Industry Insight

TTS works closely with employers to ensure learners gain an understanding of workplace expectations and industry requirements.

Learners may benefit from employer engagement activities including guest speakers, recruitment events, industry updates and employer-led discussions. These opportunities help learners understand current industry demands and the skills required to succeed within their chosen sector.

For apprentices, employer engagement forms a natural part of learning through workplace experience and professional development discussions.

Accessing Careers Guidance

Learners can access careers support at any point during their programme by speaking to their tutor or contacting the Careers Leader.

Where required, individual careers guidance sessions can be arranged to discuss progression options, job search strategies, application support or longer-term career planning.

TTS is committed to ensuring careers guidance remains impartial and supportive. Learners will always be encouraged to consider a range of progression opportunities rather than being directed towards a single pathway.

Learner Voice

TTS values learner feedback and recognises the importance of involving learners in the development of careers provision.

Learners are encouraged to share feedback regarding careers support through learner surveys, reviews, tutorials and quality assurance activities. Feedback helps the organisation identify strengths, understand learner needs and improve the careers programme.

The organisation is committed to listening to learner views and using feedback to enhance the quality and relevance of careers support.

Confidentiality and Data Protection

Careers discussions are carried out in a professional and confidential manner. Information shared by learners will be handled in accordance with the organisation's Data Protection Policy and Privacy Notice.

Information will only be shared with others where consent has been provided, where there is a safeguarding concern or where disclosure is required by law.

Complaints

If a learner is dissatisfied with any aspect of the careers support received, concerns can be raised informally with a member of staff or formally through the organisation's Complaints & Appeals Policy.

All complaints will be handled fairly, consistently and in accordance with established organisational procedures.

Monitoring and Continuous Improvement

TTS regularly reviews the effectiveness of its careers provision to ensure learners receive high-quality support. Reviews take account of learner feedback, employer feedback, progression outcomes and destination information.

Information gathered through these activities is used to improve careers provision, strengthen support arrangements and ensure learners continue to receive relevant and meaningful guidance.

Version Control

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