

Diamond People (NE) trading as Tyneside Training Services



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Careers Information, Advice and Guidance Policy

Policy statement

Tyneside Training Services (TTS) is committed to delivering accessible, high quality, impartial, and learner-centred Careers Information, Advice, and Guidance (CIAG) to all learners, participants and Apprentices. It supports learners in making informed decisions about their education, training and career pathways, whilst promoting equality, diversity and inclusion in career planning. We promote social mobility and economic inclusion, and are inclusive and accessible, regardless of age, background, or starting point.

TTS will remain impartial, free from bias, and tailored to individual aspirations and needs.

This policy aligns with the Gatsby Benchmarks and Matrix Standards, ensuring high-quality service delivery, learner-centred outcomes, and continuous improvement.

This policy should be read in conjunction with the Learner guide to Careers Information, Advice and Guidance Policy.

Aims

1. Equip learners with up-to-date, impartial guidance across educational and career pathways.
2. Promote inclusivity, raise aspirations, and challenge stereotypes.
3. Support self-development through career management and decision-making skills.
4. Provide guidance for learners engaging with work experience, volunteering, further education, or other opportunities.
5. Track learner outcomes to inform service improvements and enhance impact.

CIAG delivery model

Pre – Entry

- Clear programme information and entry requirements.
- Initial advice on career pathways and funding options.
- Signposting to external support services where needed.
- 1-1 support aligned with individual needs, including those from disadvantaged backgrounds and SEND learners.

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On-Programme

- Regular career reviews embedded into curriculum and progress reviews.
- Access to qualified careers advisors (Level 4 or above).
- Employer engagement through guest speakers, site visits, and mentoring.
- Integration of labour market information (LMI) accessed through digital platforms and workshops.
- Tutors connect course content to career pathways.
- CIAG is tailored to individual needs, including those with SEND or from disadvantaged backgrounds.

Exit and Progression

- Maintain a system for tracking destinations and analysing outcomes to improve IAG strategies.
- support with CVs, interviews, and job applications, and progression plans are personalised.
- Support learners and employers with guidance on further training, apprenticeships, or employment.
- Referral to external agencies for continued support.

Leadership and Staff Development

- Staff receive regular CPD focussing on high quality and consistent practices, in line with recognised benchmarks and standards.
- Training includes strategies for inclusivity, emerging trends, and addressing barriers to learning and progression.
- Collaborations with employers, organisations, and partnerships to strengthen the delivery of CIAG services.
- Tyneside Training Services (TTS) is proud to be an Enterprise Advisor to the North East Combined Authority as of October 2024, working diligently to support local schools and colleges with sector expertise and careers support.

By collaborating with various stakeholders, including educational institutions and industry leaders, we aim to bridge the skills gap and prepare the new workforce for the challenges of the future.

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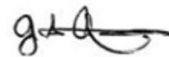
Our dedicated team is committed to providing innovative solutions and strategic guidance to schools and colleges to ensure that the North East remains a thriving hub of opportunity and development in Transport and Logistics. Together, we can build a stronger, more resilient new workforce that benefits everyone.

Measuring Impact

We monitor the success of CIAG services through:

- Destination tracking and outcome analysis.
- Learner and employer feedback mechanisms.
- Regular reviews to refine strategies and address evolving needs.

Version Control

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