

Public

Careers Education, Information, Advice & Guidance Policy

Applicability

This policy/procedure/process applies to all divisions, (except Apprenticeships), subsidiaries, departments, and associated organisations within Twin Group. It is binding on all employees, contractors, and stakeholders engaged in activities on behalf of the Group, regardless of business unit or location. All members of the Group are expected to adhere to the principles, standards, and requirements set out herein.

This policy should be read in conjunction with other Twin policies and procedures including: Equality and Diversity policy, Information security policy, Safeguarding Children and Vulnerable Adults policy, Complaints, Appeals & Compliments policy.

Twin's vision and values for CEIAG

Twin aims to:

- Provide impartial, accurate, and accessible information and guidance.
- Ensure advice supports learner aspirations, wellbeing, and progression routes.
- Embed CEIAG across delivery, linking to the Gatsby Benchmarks where relevant.
- Support staff to integrate CEIAG deliberately into Schemes of Work (SoWs), lesson plans, ILPs, progress reviews, and wider learning activity.
- Use CEIAG to strengthen learner employability and support progression into further learning, training, or employment.
- Ensure equity, by identifying and addressing barriers learners may face, supporting fair access to opportunities and levelling the playing field.

This policy applies to the following provision – accredited (ASF, Loans, Bootcamps, Apprenticeships).

Our Service

Twin is committed to creating a CEIAG experience for learners that is:

- Outstanding and delivered in a supportive and professional environment.
- Aspirational, designed to inspire and motivate learners towards ambitious next steps.
- Personalised to suit individual needs, circumstances, and goals.

- Planned to guide learners onto the right courses, jobs, or progression opportunities, stretching and challenging them appropriately.
- Focused on developing self-confidence and resilience.
- Supporting learners to link their learning with future career opportunities and destinations.
- Equitable, ensuring barriers to participation or progression are recognised and addressed.

All learners are entitled to a service that is:

1. Accessible and Visible

Accessible to all learners, free from discrimination. Clear signposting is available through Twin's website, induction, and marketing material, with convenient entry points for support.

2. Professional and Knowledgeable

Delivered by trained staff who are supported through CPD, including embedding CEIAG into delivery and aligning with the Gatsby Benchmarks. Staff will be supported with annotated examples of good practice and CPD refreshers to continually update their skills. Twin will also build staff expertise through targeted CPD and qualifications, encouraging staff to work towards IAG qualifications to strengthen delivery and learner support.

3. Impartial and Impact-focused

Learners receive impartial advice that is realistic and unbiased. Guidance is linked to measurable outcomes, including progression into further learning, work, or apprenticeships.

4. Integrated into Learning

CEIAG is embedded into ILPs, reviews, SoWs, and lesson planning across accredited and non-accredited provision. Learner aspirations and progression routes are actively reviewed and recorded.

5. Diverse and Inclusive

IAG services reflect the diverse needs of learners, responsive to personal circumstances, cultural background, and career aspirations.

6. Compliant with UK GDPR

Twin safeguards learner confidentiality in line with UK GDPR and the Data Protection Act 2018.

7. Enabling and Future-focused

Learners are supported to make informed choices about learning and work. CEIAG provision

enables learners to understand career pathways, explore progression routes, and reflect on their aspirations.

8. Welcoming and Supportive

IAG services are approachable and learner-focused. CEIAG is introduced at induction and reinforced throughout the programme via group and one-to-one support.

CEIAG Delivery

This policy applies to all enquiring, enrolled, and past learners.

- **Information:** Clear, accessible information provided through a range of channels (face-to-face, digital, written).
- **Advice:** Helping learners interpret information, understand their options, and address barriers to progression.
- **Guidance:** Deeper one-to-one work to help learners resolve challenges, explore aspirations, and plan meaningful next steps.

Delivery will ensure CEIAG is:

- Planned into curriculum delivery (SoWs, ILPs, reviews).
- Aligned to the Gatsby Benchmarks to strengthen career readiness.
- Supported through CPD and OTLAs focused on CEIAG practice.

The following definitions have been used:

Careers Education

- Helping learners develop knowledge, skills, and experiences to make informed career choices.
- Supporting learners in understanding the world of work, different industries, and job roles.
- Embedding career management skills into learning programmes.

2. Information

- Providing learners with up-to-date, accurate details about courses, job opportunities, qualifications, and training pathways.
- Making information accessible and understandable so learners can explore all available options.

3. Advice

- Offering guidance on possible next steps, opportunities, and routes based on learners' abilities, interests, and goals.

- Helping learners weigh options and consider the benefits and implications of different choices.

4. Guidance

- Supporting learners in interpreting information, reflecting on their circumstances, and making well-informed decisions.
- Signposting or referring learners to specialist support when in-depth guidance is required.

Guidance may also include advocacy for learners and referral to specialist support services, involving more in-depth, one-to-one engagement delivered by guidance-trained staff.

Our service offer encompasses a range of CEIAG activities, including the development of soft skills for work-readiness, CV writing, interview preparation, and safeguarding awareness.

Significant CEIAG is also embedded within the Individual Learning Plan (ILP) process and throughout the interventions provided to learners.

In line with the CEIAG framework outlined above, we provide support in the following areas:

- The range of support services available
- Entry requirements, qualifications, accreditation, and modes of study for courses.
- Impartial careers advice and guidance.
- Support for learners' personal goals, aspirations, and motivation while on course.
- Guidance for current learners to discuss progression opportunities.

Key Personnel

Key personnel of the processes are:

- Assistant Director – Education & Skills
- Assistant Director - Apprenticeships
- Group Commercial & Operations Director- TET
- Regional Directors
- Regional Skills Managers
- Contract Managers

Assessment Review and Evaluation

To ensure a high quality of IAG service, Twin will regularly evaluate its provision to ensure that:

- Twin will evaluate IAG and CEIAG provision regularly to ensure:
 - Delivery aligns with this policy, the Matrix Standard, Ofsted's Education Inspection Framework, and Gatsby Benchmarks.
 - CEIAG is embedded into teaching, learning, and assessment, evidenced in ILPs, SoWs, and progress reviews.
 - Regular thematic OTLAs assess CEIAG integration and impact.
 - Learner voice is captured through surveys & reviews to evidence impact on destinations.
 - Staff qualifications and CPD progress are monitored to ensure ongoing professional development and capacity to deliver high-quality IAG.

Impact

Impact will be measured through:

- Progression data (employment, further training, apprenticeships).
- Learner voice (surveys, feedback forms).
- Quality reviews (OTLAs, ILPs, SoWs).
- Self-assessment and Quality Improvement Planning, ensuring CEIAG informs strategic planning and practice development.