



Loughborough College Group

Careers Education, Information, Advice & Guidance Policy

1. Scope and Purpose

- 1.1. The Careers Information, Advice and Guidance Policy is to outline the provision and direction of Careers Education, Information, Advice and Guidance (CEIAG) at Loughborough College Group/Careers & Enterprise Hub. The College is committed to providing high quality CEIAG for all its students (Further Education & Higher Education students) to prepare them to progress into sustainable education, training, and employment.
- 1.2. The College Group understands high quality CEIAG which is imperative, as people adapt to new challenges in education, employment, and training. LCG understands that high quality careers guidance raises aspirations and attainment, supports students to achieve their potential, and meets the demands of a changing labour market and local/national skills
- 1.3 Data Protection: All personal data processing activities governed by this policy have been assessed for risk and are fully compliant with current data protection laws. Privacy-by-design has been embedded as a core approach, with safeguards implemented to protect data subjects. For information on how personal data is collected, used, stored, accessed, retained and disposed of, please refer to the relevant Privacy Notice, the Privacy and Personal Data Protection Policy, and the Records and Retention Policy.

Name:	Careers Education, Information, Advice & Guidance Policy	Owner:	Business Development
Approved by:	Executive Lead	Applicable to:	All
Reference:	BD-PCG-004	Last Review:	Aug 2026
Version:	1.1	Next Review:	Aug 2027

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2. Policy/Procedure Statement

- 2.1. This Policy applies to all students at Loughborough College Group and the wider community and is inclusive of all levels and modes of study. It also includes information about how the College will meet its statutory requirement for all 16–18-year-olds and up to the age of 25 for those with Education and Health Care Plans (EHCP) and our Higher Education provision at the college.

3. The principles of the Careers Service

3.1. Governed by:

- 3.1.1. Careers Guidance for further education colleges and sixth form colleges (2025)
- 3.1.2. The Gatsby Benchmark
- 3.1.3. The Matrix Standards
- 3.1.4. The Quality in Careers Standard
- 3.1.5. Career Development Institute – Code of Ethics
- 3.1.6. Office for Students (Undergraduates)

- 3.2. The College is committed to ensuring that all Career Advisers are professionally qualified or working towards becoming Level 6 who specialise in both CEIAG and personal support and work across all sites of the college group.

4. Career Development Institute – Code of Ethics Impartiality

- 4.1. The Careers Team will provide unbiased information, advice & guidance that allows you to consider all of the options available to you.

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5. Accessibility

- 5.1. The Careers Team is committed to making all clients aware of the services we offer and to make sure that all clients can access the service. We do this by working together to provide facilities and materials suitable for all clients in a way that does not exclude anyone from benefiting from the service.

6. Confidentiality

- 6.1. The Careers Team will treat all information about our clients as strictly confidential as required by the Data Protection Act. We can provide a private setting for pre-booked careers appointments. Drop-in sessions will be within an open space unless otherwise requested. We will not pass on any information without the written permission of the client except for safeguarding disclosures.

7. Equality of Opportunity

- 7.1. The Careers Team is committed to equality of opportunity for all our clients and will monitor services on a regular basis to ensure that we uphold this principal in delivering our IAG service. The Careers Team will provide a copy of our equal opportunities policy to any client on request.

8. Safeguarding

- 8.1. All careers-related activities, including guidance interviews, employer encounters, workplace visits, work experience and industry placements, will be planned and delivered in accordance with the College's Safeguarding and Child Protection Policy. Staff, employers and external partners must follow established safeguarding procedures, and any concerns regarding student welfare must be reported immediately to the Designated Safeguarding Lead (DSL) or through College reporting mechanisms.

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9. Transparency

- 9.1. The information, advice & guidance process should be made clear to every client. The Careers Team aim to use clear language and ensure that all clients understand what is available through the IAG service, including our roles and responsibilities.

10. Individual Ownership

- 10.1. The Careers Team will ensure that the information, advice, and guidance we provide is focused on the needs of the individual and that the service is welcoming and responsive to their present and future needs. We encourage client feedback on our service and provide opportunities for clients to give us their opinion.

11. Professional

- 11.1. The Careers Team will ensure that our staff have the skills and knowledge to identify and address our clients' needs. The College is committed to providing opportunities for continuing professional development to IAG staff.

12. Client Referral

- 12.1. We will refer clients within the College as appropriate and onto other agencies following prior agreement with the client.

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13.The Gatsby Benchmarks

- 13.1. The College’s Careers Policy is in line with the 8 Gatsby Benchmarks of Career Guidance, which underpin the DfE Careers Strategy and set the standards for good career guidance for all learning providers. The policy is written in accordance with DfE guidelines below.
- 13.2. The Gatsby Benchmarks set world-class standards and support colleges to develop and improve their careers and employability provision. By adopting the Gatsby Benchmarks, we will be working towards ensuring every student has opportunities to have meaningful encounters with employers and learn about work, employment and the skills that are valued in the workplace and what it takes to be successful and explore potential career paths.

14.How We Can Support the Loughborough College Group’s Vision

14.1. Our FREDIE Values:

- 14.1.1. Loughborough College Group is committed to operating with Fairness, Respect Equality, Diversity, Inclusion and Engagement at the heart of our organisation.
- 14.1.2. We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.
- 14.1.3. These values are relevant to the whole College community and support the way in which we work and interact with each other.

15.Impact Assessments

- 15.1. The Executive member of the ‘document owning area’ is happy that impact has been sufficiently assessed for the following:

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- 15.2. This policy/procedure has been assessed for its impact on equal opportunities and will be informed by the aim to eliminate all forms of discrimination in all strands of the equal opportunities' legislation.
- 15.3. This policy/procedure has been assessed for potential risk on data subjects due to the processing of personally identifiable information. All processing has been reviewed and is in line with all current Data protection laws and appropriate safeguards implemented to ensure that the policy has privacy by design as its underlying approach.
- 15.4. This policy has been impact assessed where appropriate for Safeguarding, Health and Safety and Sustainability Factors to ensure that all potential risks are identified and mitigated, and that the policy supports a safe, inclusive, and environmentally responsible learning and working environment.

16. Policy/Procedure

16.1. The Careers Team will:

- 16.1.1. Provide impartial CEIAG to all students', with a particular focus on 1:1 appointment for 16-19 and those aged up to 25 with an ECHP who are in full time further education, to the wider community at the Careers & Enterprise Hub in town and to all the Higher Education students at the college.
- 16.1.2. Be a key point of contact for progression and ensuring student's make the right next steps in education and into the world of work or Postgraduate courses. To Provide sufficient course information and advice to enable prospective students to make suitable choices during interview or enrolment activity.
- 16.1.3. Ensure that students develop knowledge and understanding of employability skills and how they can develop these skills further through effective career planning, engaging with employers and undertaking work related learning and work placement. They will

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work with the Curriculum Managers to remain abreast of the requirements of the tutorial scheme of work and provide the required resources and support to ensure effective delivery. Will provide effective support with the UCAS website system, including personal statements for students and reference writing upon request from tutors.

16.1.4. Ensure effective and appropriate careers information and resources are updated, regularly reviewed, and maintained on the College VLE and that they are clearly accessible to all students and staff. And gather feedback from all clients of the service, including employers. This will enable them to keep abreast of changes within the College environment to ensure they can advise and guide students effectively, for example, course changes, entry requirements, fees, financial support etc.

16.1.5. The careers team will ensure all students are able to access fully inclusive careers advice and guidance interventions and that they adhere to college principles of equality, diversity, and inclusion. So that all students have access to a wide range of CEIAG interactions through meaningful encounters with employers, universities, and other training providers where appropriate.

16.1.6. Need to be IAG Level 4 qualified as a minimum, maintain own CPD and be committed to working towards Level 6 in Careers Guidance where applicable and be a Registered Professional member of the Careers Development Institute (CDI).

16.1.7. Attend lessons upon requests from Higher Education tutors to deliver various careers related topics, for them to make those informed decisions.

16.2. Our offer

16.2.1. Before students join the college, they are entitled to impartial information, advice and/or guidance about what the College offers and adhere to your learning needs. To help you make those decisions a Careers interview can be booked to discuss your future or help if you decide on a course of action.

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16.2.2. **When students have joined the college, they are entitled to** use the careers information resource from various sources. Have help with answering your careers enquiries including job search activities. They can continue to access ongoing personal careers guidance.

16.2.3. **Before students leave, they are entitled to:** Information about your progression options such as Further Education, Higher Education, Postgraduate study and Graduate level opportunities, Apprenticeships, Employment and GAP year opportunities. Have access to careers guidance to help your career decision matters and to help you achieve your next goals and provide help with making employment applications, CV's

16.2.4. **As a result of accessing the Careers Service students will be able to:** Identify the most suitable path to achieve your career goals taking into consideration your strengths, weaknesses and understand how to bridge any gaps. Agree a plan of action to help you achieve your goals and provide you with other sources of up-to-date careers information to support your ongoing development.

16.3. Our commitment to you

16.3.1. All our services are regularly reviewed. After your interview clients/students can complete a questionnaire and leave your comments about the level of service you have received and how we can improve our service & standards. Participants are not required to give your name if you do not wish to. We will ensure that careers staff, follow the ethical principles of IAG delivery ensuring that information provided is independent, impartial and respect confidentiality. It is our aim to respond to e-mail enquiries within 3 working days and deal with telephone messages within 24 hours.

16.3.2. The Careers Team will record client details to provide information, advice, and guidance services in accordance with the college's GDPR Policy. If relevant, we will seek permission to share limited details with third parties.

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16.3.3. We will gather feedback from applicants, students, parents, and employers supporting career development activities to promote continuous improvement, whether that's through 1:1 guidance, tutorials or from Careers related events. This will then support the Matrix accreditation and annual Continuous Improvement Checks and regular self-evaluation to monitor achievement of Gatsby Benchmarks, using the Compass Careers Benchmark Tool, Loughborough College Group Self-Assessment Report - Collaborative and rigorous approach to self-assessment, Loughborough College Group Quality Improvement Plan and Annual appraisal and review process for every member of staff of the Careers Team

17. Location and Access to the Policy/Procedure

This document can be found on:

- The Loughborough College Group's Website
- The Loughborough College Group's SharePoint

18. Linked Policies and Procedures

- [Local offer](#)

19. Change log

Date	Version	Details of change	Review / Revision by	
			Name	Title
09/07/2025	1.0	Careers, Education, Information, Advice & Guidance Policy	Alka Prinja	Careers Leader
Aug 2026	1.1	Amended based on PIA recommendations	Alka Prinja	Careers & Enterprise Manager/Careers Leader (LCG)

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20. Appendix

[Careers strategy: making the most of everyone's skills and talents \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/gatsby-careers-4-pager-updated.pdf)

[gatsby-careers-4-pager-updated.pdf](https://matrixstandard.com/Journey-infographic-NEW-options)

[Journey infographic NEW options \(matrixstandard.com\)](https://qualityincareers.org.uk/Guide-to-the-National-Standard-January-2023.pdf)

[Guide-to-the-National-Standard-January-2023.pdf \(qualityincareers.org.uk\)](https://www.officeforstudents.org.uk/)

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