

# Information, Advice and Guidance Statement of Service

## Our Commitment

At Capel Manor College, we are committed to delivering high-quality, impartial, and inclusive Information, Advice and Guidance (IAG) to support all learners (prospective, current, and former) on their educational and career journeys. Our service is accessible, student-focused, and designed to empower individuals to make informed decisions about their future learning, work, and personal development.

Our IAG provision is aligned with the Matrix Standard, the Quality in Careers Standard, and the eight Gatsby Benchmarks of Good Career Guidance.

## Who We Support

Our IAG services are available to:

- Prospective students considering further or higher education, apprenticeships, or training
- Current students across all departments and campuses
- Parents, carers, and guardians
- Employers and industry partners
- Alumni and individuals seeking to return to learning or progress in employment

## What You Can Expect from Us

- A welcoming, respectful, and supportive environment
- Impartial, confidential, and objective advice
- Clear, accurate, and timely information on courses, apprenticeships, and progression routes
- Personalised guidance to help you identify your strengths, set goals, and navigate your options
- Information tailored to local labour market intelligence (LMI)
- Support with applications, interviews, and preparing for employment or further study
- Access to qualified careers professionals and trained support staff
- One-to-one guidance appointments and group workshops
- Signposting to external support services when appropriate
- IAG delivery that respects equality, diversity, and inclusion

## When and How We Offer IAG

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### ***Before You Join***

- Course information via website, prospectus, open events, taster days, and pre-entry advice
- Pre-enrolment checks and interviews to assess your needs and aspirations
- Apprenticeship-specific IAG from Business Advisors and subject experts

### ***When You Start***

- Comprehensive induction to college life, including an overview of available support
- Initial assessments to identify support needs and inform individual learning plans
- Access to careers guidance and employability resources

### ***While You Study***

- Regular progress reviews and tutorial support
- Guidance on career options, higher education, or further training
- Opportunities to engage with employers, undertake work experience, and build employability skills
- Bespoke advice for students with additional needs, including EHCPs

### ***As You Progress or Leave***

- Exit guidance to help you make your next move with confidence
- Support with applications, CVs, and interviews
- Access to careers advice even after you leave us

## What We Expect from You

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- Engage with our IAG services and take an active role in your own development
- Provide accurate and honest information to help us support you effectively
- Attend scheduled appointments or notify us if you are unable to attend
- Give feedback to help us improve
- Treat staff and fellow learners with respect and courtesy
- Uphold the College's policies and values, including those related to equality, conduct, and safeguarding

## Confidentiality

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All information shared during IAG sessions is treated in confidence and stored securely in line with Data Protection regulations. We may, with your consent, liaise with other services or departments to provide joined-up support.

## **Equality and Diversity**

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Capel Manor College is proud to promote equality of opportunity and celebrates diversity. Our IAG service is available to all and tailored to meet individual needs, with particular attention to removing barriers for underrepresented or vulnerable groups.

## **Feedback and Continuous Improvement**

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We are committed to continuously enhancing our IAG services. You can share your feedback through surveys, directly with our team, or via the College's compliments, comments, and complaints procedure. We take all feedback seriously and use it to inform service improvements.