

Statement of Service

Careers Education, Information, Advice and Guidance (CEIAG)

Welcome to the Careers Team at the National College for Advanced Transport and Infrastructure, Birmingham and Doncaster Campus, (NCATI). We offer a range of impartial, confidential guidance and services that are free from bias and effective with appropriate current and accurate information and guidance, following safeguarding and equality and diversity, to enrolled and potential learners and alumni, to increase employability skills with support from parents and employers where relevant. These services aim to ensure that all have the skills and support needed to identify, secure and maintain career opportunities which meet their needs, abilities and interests.

Statement of Intent

At NCATI our intent is to provide a range of services to support all learners including those applying to NCATI and those enrolled on all courses and apprenticeships to define their career pathways, develop their knowledge of options available, consider their next steps and the range of training and employment opportunities available.

IAG is a fundamental service within NCATI

The College's Mission, Vision and Values underpin the planning and delivery of IAG in the College. NCATI has been established to generate the in-demand skills needed to deliver transformational projects such as HS2 and the Integrated Rail Programme. The country has a huge shortage of relevantly skilled people; coupled with an ageing workforce, the challenge is great. As a national college, NCATI's remit is to work with individuals, communities, partners, employers and other stakeholders to ensure the skills deficit is addressed.

Our Mission is:

To produce a new generation of highly skilled professionals to lead Britain's future rail, transport and infrastructure workforce.

Our Vision is:

To create a highly successful, financially sustainable and inclusive National College for Advanced Transport and Infrastructure that provides high quality education and training that meets the needs of all our learners, sectoral partners and local communities and supports local, regional and national economic growth.

Our Values:

Safety: We will embed safety into our everyday thinking and practices to ensure the continued health and wellbeing of our students, staff and partners.

Pioneering: We will develop new approaches to training delivery, have courage to innovate and challenge the norm to create long-lasting positive change.

Inclusive: We will create an inclusive and exciting environment that demonstrates what the future of rail will look like, attracting a broad and diverse audience.

Collaborate: We will establish and value sustained partnerships, committed to productive and progressive ways of working together to the benefit of our learners and stakeholders.

Excellence: We will deliver the best in all we do, raise industry standards of technical skills training and demonstrate excellence in all that we deliver.

IAG plays a pivotal role in supporting clients to understand their options and their next steps, tailored to meet their needs. We offer:

- Accessible and visible IAG services with convenient entry points from which clients may be signposted or referred to the services they need, and be open at time and in places which suits clients' needs
- Professional and knowledgeable IAG staff with the skills and knowledge to identify quickly and effectively the client's needs and be able to signpost or to refer them to suitable alternative provision
- Effective Connections with links to other IAG services, supporting clients in their transition between services
- IAG services that are targeted at the needs of the clients, and be informed by social and economic priorities at local, regional and national levels
- A range of IAG services reflecting the diversity of clients' needs
- Impartial IAG services that support clients to make informed decisions about learning and work, based on their individual needs and circumstances
- IAG services that reflect clients' present and future needs
- Friendly and welcoming IAG services that encourage clients to engage successfully with the service
- IAG services that encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers, supporting clients to explore the implication for both learning and work in their future career plans
- Awareness – Adults should be aware of the IAG services that are relevant to them, and have well informed expectation of those services.

We aim to:

Enable all learners to maximise employment opportunities through transferable and relevant skills development

To enable learners to develop the skills necessary to secure and maintain high quality employment opportunities which suit their needs, skills and abilities

This Statement of Service will be reviewed annually by the Careers Lead and the Assistant Director of Student Engagement and Recruitment.

CEIAG Clients:

The following list is not exhaustive:

All enrolled learners at NCATI on all courses delivered at the College, including those enrolled on full time and apprenticeship courses, ranging from 16 years to mature learners with varying needs, skills, experience and career / progression plans, all learners regardless of gender, sexual orientation, ability or SEN.

NCATI Staff in all departments and levels

Parents / carers of those learners enrolled at NCATI
Employers of enrolled apprentices
Potential learners and parents / carers prior to application to NCATI
Alumni
School leavers support staff

What we offer:

We are pleased to offer the following services:

- 1:1 career education, information, advice and guidance at any point requested by clients and at key times in the client's career and progression planning.
- Employability skills embedded into the curriculum offer.
- Access to work experience.
- Access to Industry Mentors.
- Access to industry visits.
- Access to networking, confidence building opportunities and careers focussed events.
- Access to University support and visits.
- Support with progression opportunities.
- Curriculum delivery from guest lecturers and other industry professionals.
- Provision of up-to-date labour market information.
- A planned programme of CEIAG activities.
- CEIAG can be accessed face to face at the Birmingham and Doncaster campuses, remotely via Teams, via the NCATI learner VLE, NCATI website, telephone and monthly Newsletter.

What you can expect from us:

- You will receive a friendly and professional service.
- You will be treated with respect.
- We will comply with General Data Protection Regulations to ensure your data is protected.
- We will respond to your requests within 5 working days of receipt of your enquiry.
- You will have access to qualified, impartial careers, information, advice and guidance within 14 days of your enquiry and within 30 days for an initial CEIAG meeting, delivered with professional integrity.
- We will develop the service from the feedback that you give us via session and guidance feedback, Learner Voice and termly Learner Experience feedback.
- Support from all staff at NCATI, including the Careers Lead, the Assistant Director of Student Engagement and Recruitment. The Customer Service Team and a nominated person on the Board of Governors.
- Initial IAG will be provided by the Customer Service Team, NCATI staff and where appropriate the Careers Lead. Further CEIAG will be provided by the Careers Lead and other any agencies or organisations via referral where required.
- We will adhere to the Career Development Code of Ethics [CDI Codes of Ethics \(thecdi.net\)](https://www.thecdi.net)

What we expect from you:

- You will engage proactively with our services.

- You will engage proactively with college events such as, but not limited to, College Open Events.
- You will treat us with respect.
- You will respond to our queries and requests in a timely manner.
- You will attend appointments with us and inform us if you are unable to attend in good time.
- You will tell us what we do well and where we need to improve via direct feedback to the Careers Team, Learner Voice and representation on the NCATI Board of Governors or via NCATI Comments, Compliments or Complaint forms.
- You will attend careers and employability events.
- You will engage proactively to record careers, information, advice and guidance as needed or requested.

How to Access the Service:

You can contact the Careers Team using a range of methods:

- Via email to a member of the Careers Team
- Via Canvas email to a member of the Careers Team
- Via telephone to a member of the Careers Team
- In person to the Careers Team located in the Learner Experience Team offices at Birmingham and Doncaster campus.
- The Customer Service team, any member of the Curriculum Team or any other College staff can also signpost you to the Careers Team.

Resources Used:

Learners:

All have access to NCATI internal VLE (Canvas) with dedicated Careers and Employability resources and notifications are made via Canvas Announcements.

The NCATI website hosts a dedicated Careers page with pages for all learners to access. Noticeboards are available in both campuses;

Display monitors also host 'rolling' AIG and contact details for the Careers Service.

A monthly Careers Newsletter is available on the website, via Canvas, Canvas Notification and, noticeboards in both campuses.

Learners receive copies of Initial CEIAG meetings, 1-1 CEIAG meetings and Destination Interviews.

Employers:

Have access to the NCATI website with dedicated Careers page, which includes a page for 'Employers'.

Employers have access to the monthly Careers Newsletter.

Parents / Other Clients;

Have access to the NCATI website with a dedicated Careers page, which includes a page for 'Parents.' Curriculum staff have access to the NCATI website, the monthly careers newsletter, display monitors, Canvas Careers and Employability section, CAnvas Announcements and noticeboards in both campuses.

Contact Us:

If you want to contact the Careers Team, have any queries, or want to offer feedback:

Emma Nettleship; QTS; Careers and Employability Lead;

emma.nettleship@nchr.ac.uk;

01302 540259 (Doncaster)

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