

Careers & Progression Services Statement of Service

What can we help you with?

1. Information, Advice and Guidance (IAG)

- Impartial information, advice and guidance (IAG) to help you plan your next steps in learning or in work.
- One-to-one advice for any student (available via the Student Centre or by emailing cps@ccb.ac.uk).
- Support to apply for jobs and training opportunities from the City Jobs recruitment service.
- A UCAS application troubleshooting drop-in service to help you progress to Higher Education and apply for HE student finance.
- Access to up-to-date careers and labour market information, available online via 'Careersetc', on Moodle, and in the Learning Resource Centres.
- Events and activities to help you to develop your knowledge, understanding and experience of work.
- Support, alongside your course, to be able to identify and develop professional skills so that you will be 'work-ready' and employable.

2. The Professional Skills tutorial programme:

We will provide resources and specialist careers advice to support the Professional Skills programme. At City College you will:

- Develop your skills for employment including learning skills, English, Maths and ICT
- Understand the modern world of work
- Experience work
- Make decisions about your next steps and career plans
- Progress to employment, education or training (EET)

What can you expect from us?

- Careers information and advice will be free from stereotypes and will be non-discriminatory. It will be accessible to all learners.
- We will provide opportunities for you to tell us your views about the service. We will respond and explain any changes made following student feedback.

What do we expect from you?

- To treat our staff and other users of the service with respect.
- That you keep any 1-to-1 advice appointments or notify us as soon as possible so that the appointment can be offered to someone else.
- Online discussion forums, web-chats and questionnaires will be free of abusive comments and language likely to offend.

How can you tell us what you think?

- Student Services feedback forms are available in the LRC's and Student Centre.
- You can constructively comment via the forums within the Careers moodle page.
- You can complete questionnaires to comment on advice you have received.
- You can complete questionnaires to comment on the Professional Skills tutorial programme.
- The Student Council Committee will be consulted to obtain student views about careers education, information, advice and guidance.