Careers Education, Information, Advice and Guidance (CEIAG) Statement of Service for Learners

Excellence-Solutions Limited

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Excellence-Solutions Limited
"Innovators in education"

1. Introduction

Our vision is "Dream, Learn, Succeed". We will help you understand your options, make informed choices and plan your next steps in learning and work. Support starts with your first enquiry and continues during your course and after you leave.

IAG means Information, Advice and Guidance. Our wider careers offer also includes careers education: activities that help you explore jobs, develop application skills and manage your career. Together, this is called Careers Education, Information, Advice and Guidance (CEIAG).

2. Our IAG Mission

We aim to give you clear, current and impartial information, advice and guidance that reflects your interests, experience and circumstances. We will help you build confidence, understand career opportunities and decide what is right for you.

3. What You Can Expect from Our IAG Service

- Clear information about courses, entry requirements, funding, employment and progression routes.
- Impartial advice, including suitable options with other providers or employers.
- Help to identify your strengths, interests, goals and any barriers to achieving them.
- Support with placement applications, CVs, interviews and planning your next steps.
- Careers learning within your course and relevant opportunities to meet employers and education or training providers.
- Individual discussions and referral to an appropriately qualified careers adviser when you need more in-depth guidance.
- Respectful, accessible support and secure handling of your personal information.

4. How we support you

Before your course

We will discuss your aspirations, previous learning, experience and support needs. We will explain course options, eligibility, funding, assessment, time commitments and career pathways so you can make an informed choice

before enrolling. If another route is more suitable, we will explain alternatives and help you find further information.

Finding and applying for a placement or apprenticeship

If your programme requires employment or a placement, we will explain what is needed, who is responsible for finding it and the checks required before you start.

Our recruitment and employer engagement teams can help you identify suitable opportunities, understand vacancies, prepare your CV and applications, and practise for interviews. We can discuss how to request adjustments and share support needs where appropriate.

We will agree application actions, a staff contact and a review date with you. If an application is unsuccessful, we can help you review feedback and consider alternatives. We cannot guarantee a placement or job. Before you accept an opportunity, we will help you understand the duties, supervision, working patterns and relevant pay or expense arrangements.

At induction

We will explain the careers offer, how to ask for help and how to access further guidance. Your tutor or assessor will confirm your goals, support needs and any outstanding actions from recruitment, and agree an initial learning and progression plan with you.

During your course

You will explore how your learning connects to job roles, workplace expectations and progression opportunities. Activities will help you research careers, understand local and sector job information, recognise transferable skills, prepare applications and make decisions.

We will plan relevant opportunities to learn from employers, workplaces and education or training providers. Support will reflect your starting point, whether you are making initial career choices, seeking promotion or considering a career change.

At scheduled progress reviews, we will revisit your goals, check agreed actions and discuss any new interests or barriers. Your plan will record the next steps, who will help and when they will be reviewed. Tell your tutor or assessor if you need help sooner.

When you finish or leave

We will help you plan realistic next steps, check entry requirements and deadlines, prepare applications and agree an alternative plan if your first choice does not work out. This support is also available if you leave your course early.

We will follow up at 3 and 6 months after you leave to ask about your destination and whether you need further help.

5. How to access support

Before enrolment, ask the recruitment team for IAG support. Once enrolled, speak to your tutor or assessor. After leaving, contact the organisation through your usual contact route and ask for IAG support. If you are unsure who to approach, ask a member of staff to direct you to the Apprenticeship Manager.

Support can take place in person, online, by telephone or by email. Explain what you need help with and any communication or access requirements. Staff will explain the next step and arrange an appropriate discussion or referral.

If you need specialist careers guidance or other support, we will explain the referral, agree the next step with you and check whether you were able to access help.

Tell us about anything that makes it difficult to access careers support. We can discuss accessible formats, extra time, flexible appointments, preparation for activities and other reasonable adjustments. We will agree support with you and review whether it helps.

We will not make assumptions about your career options because of your age, disability, background or personal circumstances. Parents, carers or other trusted supporters can be involved where appropriate, taking account of your wishes and our safeguarding responsibilities.

6. Confidentiality

We will keep relevant notes and agreed actions securely and explain how your information is used. You can ask to review your own progression plan.

Information will only be shared appropriately under our Data Protection Policy and information-sharing procedures. We will seek your agreement where appropriate. If there is a safeguarding concern or another lawful requirement to share information, we may need to do so without your agreement. Staff will explain the limits of confidentiality.

7. Feedback and concerns

We will ask for your feedback at induction, during learning and when you leave. We also review participation, referrals and progression outcomes to improve the service.

If you have a concern, speak to your tutor or assessor, recruitment contact or the Apprenticeship Manager. If you remain dissatisfied, you can use our Complaints Policy. Ask a member of staff for a copy or help to use it.

8. Review and Publication

This Statement of Service will be reviewed annually or sooner if there are changes to legislation, funding, or quality standards.
It is approved by the Director of Excellence-Solutions Limited and published on the organisation's website.