

## **Student Entitlement Statement**

### **Introduction**

Your progression is very important to us here at Bishop Burton and Riseholme College. This document sets out your entitlement to services which are available to support you with making informed decisions about your future.

Progression and career planning is covered as part of the College's Group Tutorial (PPD) Programme and the University Centre's Academic Development Sessions. Your course tutors will play a significant role in supporting you through this difficult, and often confusing, period. You can also find information on progression and careers within the Student Services section on [iLearn](#). You can also seek additional support from the college's Careers Coordinator, within the Student Services.

### **Your Entitlement**

As a Bishop Burton and Riseholme student you are entitled to an independent and impartial careers education, information, advice and guidance service:

- Which is responsive to your needs and the needs of all students.
- Which is personal to you.
- Which is accessible and available throughout the academic year.
- Where staff are well-trained, knowledgeable and suitably qualified to do their jobs.
- Which motivates and inspires you to consider all opportunities.
- Which provides the support you need to be successful.
- Which helps you access additional support you might need.
- Where you are safe and where your personal information is respected and protected.

### **What can you expect from us?**

A free careers education, information advice and guidance (CEIAG) service which:

- Responds to any referral within 5 working days.
- Is friendly, courteous and respectful.
- Seeks to ensure that you are treated fairly and with respect.
- Conducts your interview in a private and confidential space.
- Provides CEIAG that is impartial and in your best interests.
- Provides CEIAG about all opportunities available/suitable to your individual circumstances and needs.
- Provides accurate course and careers information.
- Provides 1:1 careers interviews, available to all students but with a mandatory entitlement for those aged 16-18 in further education and those aged up to 24 with an EHCP
- Provides independent and impartial advice regarding progressions including traineeships, apprenticeships, higher education and employment.
- Provides access to a 'careers library' to support any careers related research.
- Provides access to Labour Market Information (LMI) to support any careers related research.

- Contacts you as soon as possible in the event of our having to cancel your appointment and offer you an alternative appointment.

### **What do we expect from you?**

We expect you to:

- Arrive to appointments on time.
- Notify us as soon as possible if you are unable to make your appointment.
- Be honest.
- Be open to challenge.
- Undertake any actions as advised during your guidance interview.
- Treat all staff with respect.
- Complete necessary evaluation forms.
- Please let us know beforehand if you have any special requirements – we will make every effort to meet them.

### **The referral process**

Your course tutors and curriculum staff will speak to you individually about your progression and career related opportunities. If they feel you will benefit from additional support they will contact the Student Services team, who will in turn contact you regarding an appointment.

### **Our quality commitment**

The service will maintain its accreditation with the Matrix Standard in Advice and Guidance and the Quality in Careers Standard (QiCS).

Your enquiry will be dealt with in accordance with our policies on equality and diversity, disability and race equality. Any information, advice or guidance we provide will not be influenced by your background or situation.

Our careers staff are experienced, and/or hold, or are working towards, appropriate qualifications in CEIAG.

The service regularly obtains feedback from students (and parents) and you may be asked to complete a brief evaluation survey. This information obtained from the surveys is used to help us improve the service we offer.

### **Confidentiality**

The guidance interview is yours. You are therefore able to bring anyone you see fit to support you during the guidance interview. We do actively encourage the participation of parents/carers where possible. However, we also recognise the fact that parents/carers may want to be involved, when you may not necessarily want them to be. You will be asked at the start of the guidance interview for your consent to involve any other persons present.

Your guidance interview will be conducted in a private space within the Student Services office, however, if you feel that the space is not appropriate then you are able to request an alternative venue.

Staff will record your guidance interview on Pro-Monitor, where brief details and significant aspects of the interview will be detailed. You must be aware that your course tutor and

curriculum staff will be able to see this information. If you have any concerns with this you must notify staff immediately.

Everything discussed within the guidance interview, other than brief details (as identified above), will remain confidential between the staff member and yourself. The only time detailed/specific information will be passed on is if you indicate that your health and safety has been compromised in any way. At which point staff will adhere to the College's Safeguarding Policy and Procedures.

### **Supporting Activities**

There are number of other activities and processes, within curriculum areas and centrally via Student Services, taking place throughout the year which are designed to help you with your progression:

- ILP planning
- Employer forums
- Employer and Industry Days
- Offsite activities and trips
- Apprenticeship events
- Employability Passport
- Career-based workshops:
  - Employability skills
  - CV writing
  - UCAS and Student Finance talks