

# CANTERBURY COLLEGE POLICY

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## GUIDANCE POLICY

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EFFECTIVE DATE: October 2011  
LAST REVIEWED: October 2011  
REVIEWED BY: Lut Stewart  
NEXT REVIEW: October 2013  
POLICY LEAD: Director of Student Support Services

# **GUIDANCE POLICY STATEMENT**

## **INTRODUCTION**

The aim of Guidance is to improve access to opportunity. Guidance will be based on the elements of the Matrix Quality standard

### **It is the policy of Canterbury College that:**

1. Guidance services based on the elements of the Matrix Quality Standard will be promoted. There will be detailed published information available to all pre-entry students about programmes and the facilities and support available in the College
2. All applicants will be offered confidential and impartial guidance to help them choose the right course of study
3. Students will have a planned induction to their course and the College and be supported on-programme by the allocation of a personal tutor
4. Students will be supported on-programme in their learning and their personal and career development through guidance, advice and information resources
5. Students will be supported and guided on progression opportunities, in making applications to Colleges and Universities for further courses and to employers for jobs
6. Annual agreements with Connexions Services in Kent will ensure the effective use of resources for the career and personal development of students at the College
7. The efficiency and effectiveness of guidance services in the College will be evaluated against the Matrix standards and subject to College review
8. The Guidance Policy will be consistent and complementary to all other College policies and in particular to the Single Equality Scheme and Health & Safety policies
9. Guidance services will be directed by the Director of Student Support Services

**The policy as stated will be implemented in the following way:**

- 1. Guidance services based on the elements of the Matrix Quality Standard will be promoted. There will be detailed published information about programmes and the facilities and support available in the College to all pre-entry students**
  - 1.1. Promotion of guidance services will ensure accessibility of information about the service.
  - 1.2. College course guides will contain clear detailed and accurate information about programmes of study and College facilities, as well as details of costs including course and exam fees, equipment costs and concessions.
  - 1.3. Confidential and impartial Individual guidance interviews about learning will be available from qualified staff in the Student Information Centre on the main site and will include advice about fees, childcare and financial support sources. At Sheppey this service is provided through the main reception office.
  - 1.4. Confidential and impartial advice and guidance will also be offered by telephone or e-mail.
- 2. All applicants will be provided with guidance about programmes of study and routes of progression to help them choose the appropriate course**
  - 2.1. All applicants who apply for programmes with qualification aims will be given a confidential guidance interview with a member of the Course team before being made an offer of an appropriate course.
  - 2.2. At entry guidance interviews, applicants will be encouraged to bring where appropriate their careers action plans, records of achievement and other supporting evidence.
  - 2.3. To support applicants in deciding on the right course, referral may be made throughout the admissions process for impartial career guidance, or to the Essential Skills team for diagnostic assessment.
- 3. Students will have a planned induction to their course and the College and be supported on –programme by the allocation of a personal tutor**
  - 3.1. All students will start their programmes with a planned induction, which will be designed to help students settle into their courses and the life of the College, and to understand their rights and responsibilities and the demands of the programme.
  - 3.2. All students will be allocated a personal tutor who will have a responsibility for action planning and reviewing, monitoring progress, providing appropriate personal support and providing reports and references where appropriate.
  - 3.3. Programmes of study will include the offer of advice and guidance as part of Enrichment activities.
  - 3.4. The tutorial system will encourage students to have ownership of their personal progression plans and their programme of study.

**Students will be supported on-programme in their learning and their personal and career, development through guidance, advice and information resources**

- 4.1 A personal advice service will be available on a drop-in basis or by appointment to students who want information and help about accommodation, financial problems and personal problems.
- 4.2 Guidance will be available for students who may be unsure of the continuing suitability of their course and wish to transfer. Students who withdraw will be offered a follow-up offer of guidance.
- 4.3 The Connexions library in the LRC will house an extensive range of careers and job information resources including interactive databases designed to help students relate their strengths and interests to vocational and educational opportunities. There will be information about courses, occupations and employment. Careers education and guidance via the Student Information Centre on the main site will inform students of the range of opportunities available to them. At Sheppey this service is provided through the main reception office.
- 4.4 Connexions/Careers Advisers will take a proactive role in the co-ordination and delivery of career development programmes. These programmes will support the development of the skills the students need to make progression.
- 4.5 Individual impartial careers guidance interviews will be available to students on a drop-in and appointment basis.

**5 Students will be supported and guided on progression opportunities, in making applications to Colleges and Universities for further courses and to employers for jobs**

- 5.1 Students will be provided with guidance by their Tutors, the Course Advice team in the Student Information Centre on the main site and the Connexions Adviser in making applications to Universities and other Colleges.
- 5.2 Students wishing to progress into employment after completing their courses will be guided by their tutor and encouraged to use student services resources.

**6 Annual agreements with the providers of Connexions/Careers Services in Kent and Prospects will ensure the most effective utilisation of resources for the career development of students at the College**

- 6.1 Arrangements will be agreed to ensure that the Connexions/Careers Services in Kent and Medway is able to meet its statutory obligation to give careers guidance to full and part-time students.
- 6.2 Agreed service levels will be reviewed and reported and targets negotiated annually.

**7 The efficiency and effectiveness of guidance services in the College will be evaluated against the Matrix standards and subject to College review**

7.1 Guidance in the Student Information centre on the main site and through the main reception office at Sheppey will conform to the elements of the Matrix Quality Standard

- People are made aware of the service and how to engage with it
- People's use of service is defined and understood
- People are provided with access to information and support in using it
- People are supported in exploring options and making choices
- Service delivery is planned and maintained
- Staff competence and support they are given are sufficient to deliver the service
- Feedback on the quality of the service is obtained
- Continuous quality improvement is ensured through monitoring evaluation and action

7.2 Guidance services will be subject to theme review as part of the College Total Quality Management.

**8 The Guidance Policy will be consistent and complementary to all other College policies and in particular to the Single Equality Scheme and Health & Safety policies**

8.1 Guidance provided by tutors, the Course advice team and Personal advisers and information resources available from them will be unbiased and challenge stereotyping in terms of gender, age, ethnicity or disability and will positively encourage access in accordance with the College's Single Equality Scheme.

8.2 Staff development on equal opportunities will be available for staff as part of guidance skills training.

8.3 Due consideration will be given to statutory duties to eliminate race discrimination and to promote equality of opportunity.

**9 Guidance services will be directed by the Director of Student Support Services**

9.1 It will be the responsibility of the Director of Student Support Services to direct the development of guidance services available in the College.

9.2 It will be the responsibility of the LRC Team Leader in the College to provide necessary resources to support tutorial staff.

Reviewed:October 2011

Next Review date :October 2012