



INFORMATION, ADVICE AND GUIDANCE

Service Offer for Learners

FREE • IMPARTIAL • CONFIDENTIAL • ACCESSIBLE • LEARNER-CENTRED

Our commitment to you

CECOS College London is committed to making sure every learner can access clear, accurate and helpful Information, Advice and Guidance (IAG). Our service is available before you join us, throughout your programme and as you prepare for your next step.

This offer applies to learners across Further Education and Higher Education. The support you receive will reflect your programme, your goals, your circumstances and any barriers you may face.

What IAG means

Information

Clear facts about programmes, entry requirements, fees, funding, support, careers and progression options.

Advice

Help to understand your options, compare choices and decide what action to take.

Guidance

More in-depth support to explore your strengths, goals, barriers and next steps.

Our promise

- ✓ We will listen to you and treat you with dignity and respect.
- ✓ We will give information and advice that is impartial, realistic and focused on your best interests.
- ✓ We will explain your options clearly and support you to make your own informed decisions.
- ✓ We will keep information confidential, except where we must share it to protect you or someone else.
- ✓ We will make reasonable adjustments so you can access the service.

What we can help you with

You can ask for support with any of the following. Where we cannot provide specialist help directly, we will explain the options and signpost or refer you to an appropriate service.

Choosing the right programme

Understanding programme content, entry requirements, study options, expected commitment and whether the programme matches your starting point and goals.

Applications, admissions and enrolment

Support with application steps, evidence requirements, prior learning, initial or diagnostic assessment and enrolment arrangements.

Careers and progression

Exploring career ideas, progression routes, postgraduate study, further learning, apprenticeships, professional development and employment options.

Employment support

CVs, job applications, interviews, vacancy information, employer events, work experience and developing the skills employers value.

Funding and financial information

Fees, student finance, Advanced Learner Loans, Learner Support Funds and other sources of financial support, where applicable.

Learning and academic support

English, maths, digital skills, study skills, academic development, Additional Learning Support and reasonable adjustments.

Wellbeing, safeguarding and personal support

Help with concerns affecting your learning, attendance, wellbeing or safety, including referral to Student Services, safeguarding staff or external specialists.

Labour market information

Information about employment trends, local and regional opportunities, sector expectations and skills needs to help you make realistic choices.

Impartiality and choice

Our staff will explain the options available to you and will not pressure you to choose a particular CECOS programme. If another course, provider or service is more suitable, we will tell you and help you identify an appropriate next step.

When you can access IAG

IAG is not a one-off activity. It is available throughout your learner journey.

- | | |
|-----------|--|
| 01 | Before you apply
Information about programmes, entry requirements, delivery arrangements, fees, funding and support. |
| 02 | During application and enrolment
Help to understand the admissions process, assessments, prior learning and the most appropriate programme for you. |
| 03 | At induction
Guidance on your programme, learner expectations, available services, safeguarding and how to ask for help. |
| 04 | Throughout your programme
Regular opportunities to discuss your progress, goals, barriers, support needs and career plans through tutorials, reviews or equivalent programme arrangements. |
| 05 | Before completion
Support to review your achievements and plan practical next steps, including further study, postgraduate study, applications or employment. |
| 06 | After completion
Where appropriate, follow-up support and destination tracking to help you progress and to improve the service for future learners. |

How we will support you

- ✓ Face-to-face, by telephone, email or video call, depending on your needs and the service available.
- ✓ One-to-one or in a group, depending on the type of information or guidance required.
- ✓ In an accessible format, with reasonable adjustments where needed.
- ✓ Through academic staff, tutors, lecturers, assessors, programme teams, Careers/IAG staff, Student Services, Employer Engagement staff and specialist support teams.
- ✓ Through trusted external organisations where your needs fall outside the support CECOS can provide directly.

Confidentiality and safeguarding

Keeping information safe

We will explain what information may be recorded and who may need to see it. Information will normally be kept confidential and handled in line with data protection requirements. However, confidentiality cannot be guaranteed where there is a safeguarding concern, a serious risk of harm, a legal requirement to share information or another situation in which disclosure is necessary to protect you or someone else.

Accessibility and inclusion

Support that works for you

Tell us about any disability, learning difficulty, health condition, language need or other circumstance affecting your access to IAG. We will consider reasonable adjustments and alternative ways of providing support.

Your role

IAG works best as a two-way process. We ask you to:

- ✓ Share accurate and honest information about your goals, circumstances and support needs.
- ✓ Attend agreed appointments and take part in reviews or tutorials.
- ✓ Ask questions when anything is unclear.
- ✓ Complete agreed actions and let us know if your circumstances or plans change.
- ✓ Treat staff and other learners with respect.
- ✓ Give honest feedback about the service you receive.

How to access support

You can ask any member of staff for help. They will either support you directly or connect you with the most appropriate team.

Careers and IAG

Careers advice, progression planning, applications, employment and next steps.

Student Services

Pastoral support, wellbeing, welfare and practical barriers to learning.

Academic or programme team

Progress, learning needs, academic or study support and programme-related guidance.

Safeguarding Team

Concerns about your safety, wellbeing or the safety of another person.

Employer Engagement

Vacancies, employer events, work experience, interviews and employment opportunities.

Get in touch



WEBSITE

www.cecoss.ac.uk



EMAIL

info@cecoss.ac.uk



TELEPHONE

+44 20 7359 3316



SAFEGUARDING CONTACT

Bev Ball

Feedback and complaints

We welcome feedback about what worked well or could be improved. If you are dissatisfied, raise it with the relevant team or use the CECOS complaints process. Your feedback will not affect your access to learning or support.

Related information

Read this Service Offer alongside the CECOS IAG Policy, IAG Process Map, IAG Useful Organisations Directory and relevant learner handbooks.