

Student Information, Advice & Guidance Entitlement Statement

Wirral Met College is committed to offering a high-quality Careers Education and Information, Advice and Guidance (CEIAG) service which is accessible to all students. We aim to support all students to develop their personal attributes, skills, and knowledge to enable them to successfully navigate their future career pathway confidently, effectively, and independently towards positive employment and life outcomes.

Students are entitled to access independent and impartial information, advice, and guidance from a qualified and experienced Adviser. This is in line with Wirral Met College's CEIAG Policy and Strategyⁱ and adheres to the Career Development Institutes Code of Practiceⁱⁱ. Wirral Met College is committed to the achievement and sustainability of the Gatsby Foundation's 8 benchmarksⁱⁱⁱ.

All students can access Careers Education, Information, Advice and Guidance help and support via Reception at any of our campuses. Student Advisers are based at our Conway Park campus where they offer a drop-in service every day. You can also call them on 0151 551 7777, access webchat at www.wmc.ac.uk or by email wmc.enquiries@wmc.ac.uk

Students are entitled to access:

- **Independent and Impartial CEIAG:** that is inclusive and tailored to individual circumstances. It is confidential, impartial, accessible, transparent and provides equity of opportunity. Careers Guidance seeks to support the decision-making process through exploring options and providing information. Wirral Met College are committed to student-centred support.
- **A CEIAG Programme:** that is relevant to all, fulfils the criteria of the Gatsby benchmarks and contributes to the College meeting its strategic objectives.
- **Workshops/Employer Visits and Work Experience:** as part of their course of study or stand-alone.
- **Labour Market Information:** that is relevant, up to date and impartial. This enables students to understand the range of opportunities available in the Liverpool City Region and nationally.
- **Support with preparing for and getting a job:** Informing students about the range of skills and qualifications they will need to succeed in the workplace both today and in the future. This includes information on career choice, job search, CV writing, completing applications and access to placements.
- **A range of relevant on-line and virtual CEIAG Support:** for example, UniFrog, National Careers Service^{iv} and National Apprenticeship Service.

Confidentiality: No student details will be disclosed to a 3rd Party without the student's prior consent, unless required by law, or if the individual is at risk or harm or threatens another individual. Student records are held securely in accordance with the Data Protection Act (1998)^v. Students may request sight of their records.

Equality and Diversity: The Equality and Diversity Act 2010^{vi} Wirral Met College are committed to equal treatment of all people.

Feedback: Feedback is important to Wirral Met College and is sought from students via questionnaires/focus groups and helps to improve and inform our services. In addition to formal feedback processes, students can make further comments, compliments and suggestions by emailing us at student.voice@wmc.ac.uk

Complaints: Wirral Met College takes complaints very seriously. Please click here for details.
[PO51 Comments Compliments and Complaints Procedure 2021-2022.pdf \(wmc.ac.uk\)](#)

ⁱ Wirral Met College CEIAG Strategy [ST18 CEIAG Strategy 2022-23.pdf \(wmc.ac.uk\)](#)

ⁱⁱ CDI Code of Ethics <https://www.thecdi.net/Code-of-Ethics>

ⁱⁱⁱ Gatsby Foundation's Benchmarks <https://www.gatsby.org.uk/education/focus-areas/good-career-guidance>

^{iv} National Careers Service: <https://nationalcareers.service.gov.uk/>

^v UK Data Protection Act 1998: <https://www.legislation.gov.uk/ukpga/1998/29/contents>

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^{vi} UK Equality and Diversity Act 2010: <https://www.gov.uk/guidance/equality-act-2010-guidance>