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MISSION & DELIVERY STATEMENT

CAREERS EDUCATION, INFORMATION, ADVICE AND GUIDANCE (CEIAG)

REFERENCE	MSCEV2026AB 26
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Crosby Training recognises its statutory and ethical responsibility to provide high-quality Careers Education, Information, Advice and Guidance (CEIAG) to all learners. Our provision is impartial, accessible, and designed to meet the diverse needs of adult learners, supporting them to make informed choices about their learning, work, and career pathways.

We are committed to delivering outstanding and comprehensive CEIAG services that raise aspirations, equip learners with the knowledge and skills to plan their futures, and empower them to achieve their personal and professional goals.

OUR AIMS

Crosby Training will:

- Provide learners with accurate, impartial, and confidential CEIAG, promoting equality, diversity and British values
- Ensure guidance is recorded and shared only with learner consent, or in line with safeguarding requirements
- Deliver CEIAG that aligns with statutory requirements, the Matrix Standard, and updated Gatsby Benchmarks for adult learners

CEIAG DELIVERY

CEIAG is integrated throughout the learner journey, from pre-enrolment advice and course information, through on-course guidance and progression planning. Services are delivered from our main hub at St Hughs House, at satellite locations, and where appropriate in partnership with external organisations relevant to learners' chosen courses.

Our fully qualified CEIAG team leads this work, supported by tutors and programme staff who reinforce career planning, employability, and personal development. Crosby Training maintains robust links with the National Careers Service, ensuring learners can access additional expert guidance and resources where appropriate.



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CEIAG is provided through:

- One-to-one guidance appointments (pre-booked or drop-in)
- Group tutorials, workshops, and themed sessions
- Information sessions during course enrolment and open days
- Transition support for learners entering or progressing within adult learning programmes
- Guidance on employment, apprenticeships, voluntary opportunities, further and higher education pathways
- Access to up-to-date labour market information and relevant resources

SUPPORTING LEARNER PROGRESSION

Our CEIAG services support learners to:

- Make informed choices about their learning and career pathways
- Access tools and resources to understand local and national employment opportunities
- Develop employability skills and understand how to promote these effectively
- Explore progression options and map routes to their preferred career outcomes
- Transition successfully into further learning, employment, training, or personal development opportunities

Our CEIAG services empower learners to make informed choices about their learning and career pathways, access relevant resources and up-to-date labour market information, develop employability skills, and map progression routes aligned with their career goals.



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Crosby Training provides a range of learner support services, including mental health and well-being resources and guidance on healthy lifestyle choices, alongside complementary services that help learners fully participate in their programmes. These, together with guidance from professionally qualified careers advisers, work in conjunction with CEIAG provision to equip learners to succeed both personally and professionally and achieve positive outcomes.

QUALITY & CONTINUOUS IMPROVEMENT

All staff contribute to the promotion of CEIAG, from senior managers to tutors and support staff. Learner feedback is actively sought to ensure services remain relevant, accessible, and of high quality. Crosby Training monitors and evaluates its CEIAG provision to maintain compliance with statutory requirements, Matrix accreditation standards, and adult learning best practice.

This CEIAG statement will be reviewed annually or in response to significant legislative or operational changes.