



Gyrfa Cymru
Careers Wales

BRIGHTER FUTURES SERVICE OFFER

Partnership Agreement with Schools
& Pupil Referral Units
2021 - 2022



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Section 3

Partnership Agreement Calendar of Activities (separate excel document to be negotiated with individual schools)

Context

Welsh Government Remit

Careers Wales delivers a remit set by Welsh Ministers which provides the all-age, independent, impartial and bilingual guidance and coaching service as well as Careers and Work Related experiences (CWRE) service in Wales.

The intention within our Brighter Futures Vision is to:

- start supporting young people earlier through providing curriculum support and training to teachers in primary schools;
- provide more tailored and personalised support and information to young people, parents/ carers and to schools* through our ambitious digital vision; and
- develop our work with employers, training providers and entrepreneurs to better understand the skills requirements of the future workforce and to bring greater connectivity between young people and employers.

Careers Wales is also a joint beneficiary in a European funded project; I2A, TRAC and Cynnydd. This project provides support for young people identified as potentially disengaging from statutory education via Local Authority arrangements.

Our Careers Advisers offer guidance and coaching support to identified pupils in your school to tackle barriers to sustained learning. Alongside this our Business Engagement Advisers support participants to access real experiences of work including work experience to raise aspirations and develop an understanding of the world of work.

*for schools read mainstream/special schools/pupil referral units unless specifically differentiated in the text

Brighter Futures

An offer for Young People

Outcomes for individuals

We have developed strategic goals that will enable Careers Wales to achieve our vision of creating a brighter future for young people and adults. Our services for young people are designed around the following goals to deliver outcomes for individuals in order to equip them to make effective career decisions at key transition points:

Goal 1

To provide a bilingual, inclusive, impartial careers guidance and coaching service for the people of Wales.

Outcomes

- Support young people to make positive transitions into Education, employment or training (EET), including apprenticeships and understand the skills required to succeed in the labour market and contribute to the future economy of Wales.
- Support customers who require enhanced levels of support to make positive transitions into appropriate provision.
- Raise customer awareness of EET and other progression opportunities.
- Improve access to the benefits of careers guidance and coaching support through collaboration and engagement with partners and influencers.

Goal 2

To develop our work with employers, training providers and entrepreneurs to understand their skills requirements and opportunities for young people and adults.

Outcomes

- Inform and motivate young people about the world of work through engagement with employers and role models
- Raise young people's awareness of the skills required by economic priority sectors and how they link to the curriculum.

Goal 3

To support delivery of the Curriculum for Wales and contribute to the achievement of the four purposes.

Outcomes

- Deliver a high-quality professional learning service to build the skills, knowledge and confidence of educational professionals to deliver effective CWRE
- design and deliver a new CWRE award for excellence in the curriculum
- proactively support the implementation of the CWRE statutory guidance.

Goal 4

To develop a skilled, engaged and agile Careers Wales workforce and enable the delivery of high performing, customer-centred services.

Outcomes

- Develop personalised, customer-centred services, enhanced by technology, responsive to user needs and accessible to all
- create a skilled, engaged and agile workforce that is inclusive and supportive of employee wellbeing
- optimise our use of technology to transform our ways of working and develop the digital skills and capabilities of all Careers Wales employees
- ensure our policy and service develop.

An all-age careers guidance and coaching model

From the learning choices young people make in school through to re-training for a new career later in life, we are here for the moments that matter.

Our all-age offer recognises that not all people progress in the same way or will face the same challenges but is here for people at those key moments when they need professional, impartial careers guidance and coaching.

Our targeted offer will provide those young people who are under- represented in education, employment and training with the additional support they need to make successful transitions in learning and work.

PRIMARY

- **Introduction to CWRE and Careers Wales services**
- **Learners:** an introduction to CWRE, Virtual CWRE Weeks
- **Parents:** introduction to Careers Wales, build an understanding of labour market information and how to support their children
- **Schools:** blended professional learning for teachers, resources available on Hwb

SECONDARY (Years 7-9)

- **Broadening horizons, raising aspirations**
- **Learners:** webinars, virtual CWRE weeks, employer engagement, group work, options support and introduction to career quizzes
- **Parents:** engagement through social media, focus groups, invites to CWRE events, enhance understanding of labour market information and trends
- **Schools:** professional learning, CWRE award, support with option choices and ALN transition reviews.

SECONDARY

(Years 10-11)

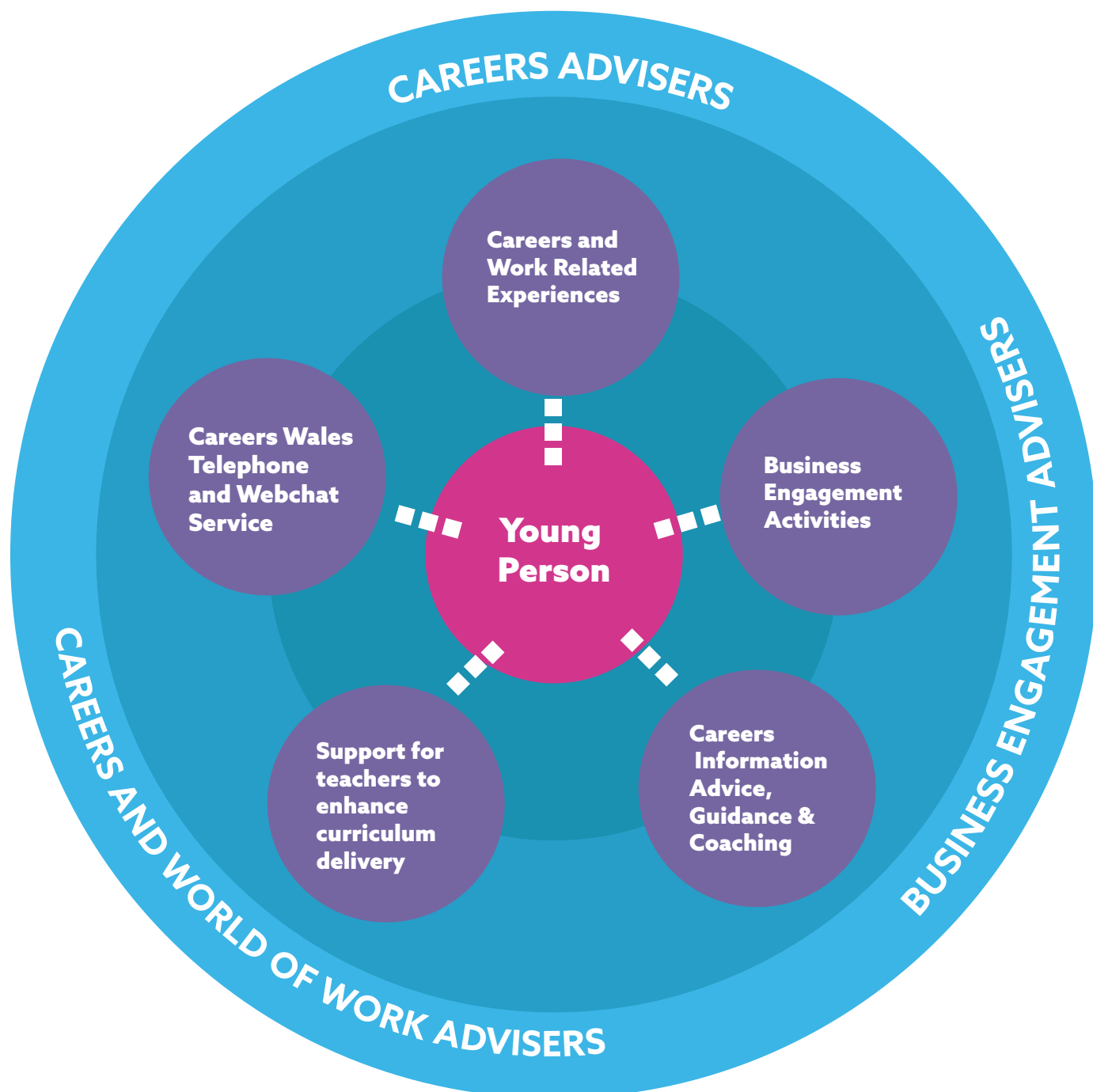
- **Making informed and effective decisions**
- **Learners:** Careers guidance and coaching
- Career Check assessment
- Intensive support for targeted groups including young people with additional learning needs (ALN)
- Employer engagement activities such as virtual CWRE weeks, webinars, employer site visits and careers festivals
- Support for those entering the labour market
- **Parents:** Parental engagement including attendance at school events, invites to careers events and social media campaigns
- Pilot community projects to proactively engage parents
- **Schools:** professional learning, CWRE award, careers guidance and coaching services, transitions and pupil destination support

16-18

- **Supporting effective transitions in learning and work**
- Early identification and assessment of support needed
- Continued careers guidance and coaching support for targeted groups including young people with ALN
- Referral to appropriate career pathways such as employment, apprenticeship, volunteering and training opportunities
- Support to improve employability skills such as access to the Skills to Succeed Academy
- Vacancy bulletins and invitations to job / training fairs
- **Schools/FE colleges:** Targeted campaigns for those who need our support including a, physical presence at FE premises at key times during the year; dedicated careers adviser for every sixth form and FE campus.

The Careers Wales Team Diagram

Careers Wales has a broad range of expertise available to deliver the services offered. The pupil is central to the development of our services and what our team deliver.



Careers Advisers

At the forefront of our delivery are our professionally trained careers advisers. Careers Wales' professional standards for advisers require them to achieve QCF Level 6 in Career Guidance and Development or the equivalent and register with the Career Development Institute's (CDI) UK Register of Career Development Professionals. They provide impartial and professional support to individuals and co-ordinate the range of services of the Careers Wales team for individual schools.

Service Offer

Careers Wales will focus on short and long term needs of pupils with a focus on:

- **broadening horizons**
- **raising awareness of the skills required in the modern labour market**
- **development of the skills for career planning both short and long term support at key transition points for pupils who need it.**

Our work in Key Stage 4 will offer all pupils support which will be differentiated to meet their individual need. With pupils allocated to one of four categories of support thus ensuring that our resources are deployed in line with customer need:

- **Universal support for those young people who will self help through our digital and social media platforms and attend group sessions.**
- **Career Check support - one to one support for those young people identified as in need of guidance and coaching support.**
- **Targeted* support for those young people whose characteristics can lead to them being underrepresented in Education, Employment or Training in post compulsory education.**
- **Additional Learning Needs Support - one to one support for those young people identified as having additional learning needs (ALN) See page below for more specific detail.**

*To personalise targeted support at the point of need Careers Wales will carry out assessment of need through Career Check, use of our guidance assessment tool and individual circumstances feedback from schools. CW targeted offer will provide those young people who are under-represented in education, employment and training with the additional support they need to make successful transitions in learning and work.

Key Stage 4 Offer

UNIVERSAL SUPPORT

- Whole Year group
- Group Sessions
- Digital keep in touch and information updates
- Parent evenings

CAREER CHECK SUPPORT

- Unfocussed
- Seeking an apprenticeship
- Talented but underachieving
- Labour market entrants
- Lacking in confidence or motivation to make things happen
- Unrealistic
- Guidance and Coaching interview (and above)

TARGETED SUPPORT

- FSM,
- LAC,
- Poor Attenders,
- Young carers,
- EOTAS (PRU and Alt curriculum)
- At risk of becoming NEET
- School Action +
- Guidance and Coaching support.
- Guidance needs assessment.
- High, Medium, or Low support – equates to more time

ALN SUPPORT

- Statemented or statement equivalent
- Guidance and Coaching
- Group work
- Transition reviews
- Learning and Skills Plan
- Specialist college Funding application
- Parent contact and parent evenings.

Post 16 Offer

Support in education will continue in Post 16 education focused primarily on those learners identified as at risk of not completing their post 16 course of learning and those who self refer through the Next Steps** survey . For those who decide to leave education at 16 and enter a job or training, support will be available via the Working Wales service.



**Questionnaire for post 16 students asking about their future plans to help identify need for support from Careers Wales.

Support for Pupils with Additional Learning Needs

Careers Wales provides a mix of services to support young people with Additional Learning Needs (ALN) in their transition into employment, training and further learning.

Service Offer

The service offer outlined below relates to young people who:

- **Have a Statement of Special Educational Need (SEN)**
- **Are without a Statement of SEN but are supported under School Action Plus, and are subject to an annual and / or transition review process consistent with young people with a Statement (Statement Equivalent).**

Young people with ALN are a priority group and are offered targeted services throughout their school career, including transition support to work-based learning, employment, FE and HE. Careers Wales aims to provide the following service to ALN pupils:

- **Interactions with pupils and / or parent / guardian, as required, to support their transition (face-to-face, telephone, email)**
- **Attendance at Transition / Annual Reviews**
- **The production of Moving Forward Plans**
- **Sign-posting to relevant information and support services, group sessions as appropriate**
- **A Learning and Skills Plan for pupils who are leaving school to enter further education, higher education, specialist college provision and work-based learning**
- **Applications for specialist FE funding, where appropriate.**

Provision is designed to enable Careers Wales to contribute to the transition planning process for each pupil (in line with the requirements laid down in the Special Educational Needs Code of Practice 2002) Careers Wales will also be working to implement the new Additional Learning Needs Education Tribunal (Wales) Act.

Curriculum Team

Our curriculum team is expert and experienced in career development. Careers Wales will continue to work with schools to help them to develop and enrich the Careers and World of Work (CWoW) curriculum and to prepare for the introduction of Careers and Work Related Experiences (CWRE) as a cross cutting theme in Curriculum for Wales. The curriculum team works to build the skills, knowledge and confidence of education professionals to deliver an effective careers programme.

Service Offer

We will continue to offer the following services:

- Provide colleagues in schools and colleges with appropriate consultancy on the implementation of the current Careers and World of Work framework.
- Provide expert consultancy support to schools and colleges who wish to pursue the Careers Wales Mark* and work with those who are seeking re-accreditation.
- Collaborate with innovation schools and regional consortia to support the development and implementation of the new Curriculum for Wales.
- Develop innovative resources to support teachers and lecturers with delivering the outcomes of the Careers and World of Work framework and start embedding CWRE within AoLE's as part of Curriculum for Wales.
- Support with addressing recommendations included in Estyn thematic reports.
- Training and awareness raising of teachers in the use of the Education Business Exchange.

*Careers Wales Mark- an award designed by Careers Wales to recognise an educational establishment's commitment to continuous quality improvement. The Careers Wales Mark has been designed to meet the Welsh Government's statutory entitlement for Careers and the World of Work for 11-19 year olds in Wales.

We will develop our offer for 2021/2022 through:

- Working with Welsh Government to support the development and implementation of guidance for the Careers and Work Related Experiences cross-cutting theme within the new curriculum.
- Development of a Professional Learning offer closely aligned to the new curriculum to support with the implementation of Careers and Work Related Experiences as a cross-cutting theme. This will include the further roll out of the Level 6 Certificate in Career Leadership.
- Development of a new Careers and Work Related Experiences award along with expert consultancy support for schools who wish to engage in this process.



Business Engagement Team

Careers Wales has well established links with local and national employers to support its approach to employer engagement. We have a national team of business engagements advisers, experienced in working with employers and expert in their knowledge of national and regional labour market trends.

Service Offer

Using the Education Business Exchange (EBE), Careers Wales can facilitate links between Business and Education via a range of activities and programmes:

- Large interactive Careers Festivals
- Visits to employer premises
- Employer talks in schools
- Interactive employer led webinars
- World of Work Days
- Virtual Careers and Work Related Experiences

The engagement of employers is essential to:

- Help pupils understand how the subjects they study at school are relevant to the world of work
- Provide pupils with access to employer experiences which help them to plan their career journey
- Provide information about local, regional and national trends in the labour market
- Help raise pupils' aspirations about their future career goals.



NB. Careers Wales arranges tailored work experience through regional ESF projects. The EBE will include details of employers that are prepared to support 'mainstream' work experience, but it is the responsibility of schools to broker these placements.

Engaging with Parents

Careers Wales is committed to engaging with parents/guardians to support individuals in the career planning and decision-making process.

Why work with parents?

Careers Wales recognises that, for many young people, parents are key influencers who have an important role to play in shaping and guiding decisions. Research shows time and again that parents are the biggest source of influence and the biggest source of careers advice for young people.

Careers Wales is committed to maximising the opportunities to engage and empower parents to support their children in the career planning and decision-making process, and to ensure they have access to the latest labour market information.

Our approach aims to:

- **Involve parents early on in the process of career planning for their child, to support the achievement of shared outcomes.**
- **To support parents to better inform their child about Labour Market changes, job trends and forecasts when thinking about potential career paths.**
- **Provide access to a range of products which signpost parents and provide advice and support on how they can help with career planning and decision making**
- **Use appropriate media including careerswales.gov.wales to help parents to become better informed and to enable them to support their child to manage their careers effectively**
- **Promote the current range of digital services emphasising the value of digital channels in offering enhanced access to parents, including at virtual parent evenings**
- **Work with schools to maximise opportunities to engage parents in the career planning process**
- **Maintain communication with parents of pupils with ALN through the transition planning process.**

We will work with individual schools to identify the most appropriate ways to target parents, including supporting parent events and larger careers events as appropriate, using a range of media to provide relevant information at important points and maintaining contact with parents of individual pupils to support the career planning process.



Benefits of our partnership for your school

- Young People who are ambitious, capable learners, better informed about the full range of progression opportunities available to them and are equipped to move onto further learning or work.
- Young People who are more aware of and better understand the skills required to succeed in the future jobs market.
- Teachers who are kept upto date with labour market information through Careers Wales close links with Employers and Regional Skills Partnerships.
- Employer input and support for all areas of the curriculum through the Education Business Exchange.
- Young people with additional learning needs supported through their formal transition review process.



A joint approach to delivering services

Schools and Careers Wales need to work in partnership to efficiently deliver services to benefit pupils. Young People may be disproportionately affected by the global pandemic. Their education, training and employment have changed dramatically, and this will have an impact on their short and long term prospects in a rapidly evolving labour market.

Working together we can make a difference to young people's career decisions and career paths. To achieve this we require schools to:

- Provide an identified lead school contact to support the co-ordination of our services in school.
- Make available suitable rooms and facilities for individual and group activities.
- Allow access to learners for Careers Wales staff for the delivery of planned activities.
- Notify Careers Wales every term via pupil data of any learners in Years 7-14 who enter or leave the school. This can be done via a secure upload to careerswales.gov.wales secure site. For support and more information about this, please contact Careers Wales ICT helpdesk on 02920 84 6799
- Highlight background information on learners including Special Educational Needs, current academic achievement/predicted grades and any health conditions.
- Plan Careers and Work related experiences provision in line with Curriculum for Wales.

Throughout the academic year Careers Wales will directly contact (via email, telephone or face to face) relevant members school of staff with career related information including details on employer engagement events which may be of interest to them and their pupils.

The 1997 Education Act and the Education [Extension of Careers Education (Wales)] Regulations 2001, requires maintained schools and pupil referral units in Wales to provide:

- A planned programme of careers education for learners
- Access for learners to guidance materials and a wide range of current information on career, education, training and employment opportunities
- Reasonable access to learners provided to Careers Wales
- Information on learners provided to Careers Wales

Safety and Safeguarding

Health and Safety

Careers Wales operates a robust health and safety policy in relation to our service delivery, which includes the working environment of staff involved in activities in educational establishments. As such, we would require schools to provide Careers Wales with a copy of their health and safety policy and to inform staff of any current or potential health and safety risks. Careers Wales staff should be briefed on local health and safety (H&S) procedures, to include fire safety, accident and incident reporting and procedures for lone working. Our staff are aware of their health and safety responsibilities and adhere to the learning providers' policies and procedures at all times.

We would require schools to provide a suitable and confidential environment for pupil interviews. The room/area allocated for this service should be:

- **Well ventilated.**
- **Adequately heated or mobile heating provided.**
- **Vision panel installed in the door or room located within an area where vision can be maintained.**

Careers Wales Careers Advisers routinely communicate with young people via telephone text and email to keep in touch and send relevant information.

Careers Wales Careers Advisers also routinely make audio & video recordings of client interviews. In each case, client consent is obtained before recording takes place. Recordings are used for the purpose of monitoring Advisers' performance and for training purposes. All recordings are securely stored.

Careers Wales monitors all Careers Chat Room use and can trace the source of inappropriate use of the facility. The I.P. addresses will be tracked and where these are linked to educational establishments the individual(s) responsible will be reported to their head teacher or principal immediately. Dependant on the nature of the inappropriate use Careers Wales will also inform the police.

Safeguarding

Careers Wales has safeguarding and PREVENT policy in place which includes DBS checking whenever appropriate. Careers Wales will report any alleged or suspected abuse of a young person in education in line with this policies and relevant procedures. A copy of both the policies and the procedures can be made available on request.

ICT Equipment and Connectivity

In order to facilitate an effective and streamlined service through a blended approach of face to face and digital technology, Careers Wales requires reliable connectivity for our equipment.

School's contribution to supporting this approach:

- Provide Careers Wales with access to the Internet via the School Wi-Fi network to enable the Careers Adviser to access all Careers Wales' secure systems to use a range of online resources across the school to support the pupils' career development. (If Wi-Fi is not available in school then provision of a cable connection option will enable Careers Wales to provide services in a static room, but may not allow us to deliver the same level of service for group sessions in halls libraries and some classrooms).
- Inform the school IT Manager/Technician or school technical support supplier of the agreement for Careers Wales staff to connect to the school Internet to access the agreed services.
- Provide Careers Wales with the contact details of the school IT Manager/Technician or IT network supplier.
- Inform Careers Wales in the event of changes to internet connectivity which could cause an interruption to our service.
- Access to a physical phone with External Direct Access. As mobile phone signal may not be stronger in Careers Wales interview room.

Information Sharing

Careers Wales has a strict code of practice about storing and sharing information which conforms to the General Data Protection Regulation 2018. We keep data in order to provide advice and guidance on decisions about careers. Careers Wales privacy policy can be found on careerswales.gov.wales



- As noted in the General Data Protection Regulation 2018, the Education and Training Act 1997, the Children's Act 2004, Special Education Code of Practice for Wales 2002, the Learning and Skills Act 2000 and the Welsh Governments Remit letter for Careers Wales the education establishment will provide Careers Wales with relevant information about learners and their parents for the purpose of identifying priority needs and providing the appropriate level of service. See section on next page.
To ensure that the pupil data held by Careers Wales is as up to date and as accurate as possible schools can securely upload pupil data each term
 - Autumn Term - October (captures any physical movement or change in individual circumstances of the pupil to support CW service delivery)
 - Spring Term - February (captures any physical movement or change in individual circumstances of the pupil to support CW service delivery)
 - Summer term - June (captures any physical movement or change in individual circumstances of the pupil to support CW service delivery)
- In processing this information, Careers Wales and the education establishment will ensure that their staff apply the principles of the General Data Protection Regulation 2018.

GENERAL PROCESSING

(as defined by the General Data Protection Regulation (GDPR))

Article 6 of GDPR 1(e) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

If processing involves special categories of data, Article 9 2(g) processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject
The following legislation provides the legal basis for the transfer of data between schools and Careers Wales:

- The Education Act 1997: Section 44.
- The Children's Act 2004: Chapter 31
- Special Educational Needs Code of Practice for Wales (April 2002); Section 9.56.
- The Learning and Skills Act 2000 sections 33, 138, 140.
- The Welsh Government's remit letter issued from time to time for Careers Wales (the current version having been issued February 2021)

If processing involves processing of personal data relating to criminal convictions and offences N/A

PROCESSING FOR LAW ENFORCEMENT PURPOSES

(processing by competent authorities as defined by the Data Protection Act 2018 (DPA18))

In accordance with DPA18 section 35(2), N/A

In the case of sensitive processing, N/A

