

Full Statement of Service

A summary Statement of Service is available at our Centres on request.

This fuller version expands on certain aspects of this:

i) **We provide a range of information on the following:**

Local providers of learning and training, including their main prospectuses, local community education provision and ICT access facilities;

Courses, training and qualifications offered in the local area, and at regional and national level. This includes details of opportunities offered by Further Education, Higher Education and private providers, including distance and open learning opportunities. In addition to prospectuses and course leaflets we also provide access to computerised course information. These can be searched by location, subject and mode of study. They also provide general information about Higher Education, e.g. application procedures and facilities of particular institutions;

Qualifications and accreditation, including general information about accreditation of prior learning and mature entry;

Careers and occupational information, covering the requirements, routes into and demands of occupations. In addition to hand-outs and books/booklets we also provide access to this information via databases.

Employment legislation: e.g. in relation to working arrangements within the European Union, and information on minimum wages, job seeking, the labour market and employment, including financial help available to job seekers, working abroad, self-employment, voluntary work opportunities;

Choice and Change, including both work-sheets and hand-outs and databases to help you make your future decisions about learning and work;

Financial issues: the sources of funding available in relation to education, training and employment opportunities;

Local, regional and national agencies, such as professional bodies, and enterprise organisations;

More detailed information on our resources is available at our Centres in our catalogues displayed next to our computers.

ii) **Our staff are all recruited on the basis of appropriate job descriptions and personnel specifications, and are appropriately qualified and experienced.**

All Careers Advisers working with Calderdale & Kirklees Careers hold or are working towards a level 4 qualification in Guidance, normally the Postgraduate Qualification in Careers Guidance. All advisers working with adults are also experienced practitioners, whose competence is annually assessed.

Centre Personal Advisers in the Connexions Centres also hold, or are working towards, a level 3 qualification in Guidance.

All other staff with client contact have appropriate experience and qualifications.

Compliments and Complaints

Clients are not required to disclose their personal details when giving feedback, but may do so if they wish.

Client feedback is passed on to our Head of Corporate Performance, who ensures that the relevant staff receive this information, which is used to improve the service.

In the case of any complaints we follow our quality procedure, details of which are available on request. Unresolved complaints are referred to the Next Step (for an adult client) or to the appropriate local authority (for a young person).

iii) **Access to our services:**

Library and information services in our Connexions Centres are available during opening hours. Our Centres run a drop-in advice service and in-depth guidance is available by appointment; please contact your nearest Centre for details.

Any additional support needed, for example, an interpreter, or information in a different format, needs to be requested in advance.

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