



Gyra Cymru
Careers Wales

BRIGHTER FUTURES SERVICE OFFER

Partnership Agreement with Schools
& Pupil Referral Units

2024 - 2025



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Section 3

Partnership Agreement Careers Wales Delivery Offer 2024-25
(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 school;
- 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 connectively between young people and employers.

Here is the link for full details of [Brighter Futures](#).

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

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 up to 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 Partnership.
- Young people with additional learning needs supported through their formal transition review process.



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,

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 the Careers Wales website

SECONDARY (Years 7-9)

Broadening horizons, raising aspirations

Learners: live digital productions, employer engagement, options support and introduction to career quizzes

Parents: engagement through social media, focus groups, enhance understanding of labour market information and trends

Schools: professional learning, consultancy support, 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 live digital productions, 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, consultancy support, 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

Careers Wales

School Delivery Team

Careers Wales has a broad range of expertise available to deliver the services offered to schools. 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 skills for career planning both short and long term
- support at key transition points for pupils who need it.

Our work in school will offer all pupils a guidance interview before leaving school, with ongoing support which will be differentiated to meet their individual need.

- 1 Universal support - offer of a guidance interview and additional support based on the Careers Advisers professional judgement**
- 2 Career Check support - one to one support for those young people identified from Career Check as in need of guidance and coaching support.**
- 3 Targeted* support for those young people whose individual characteristics can lead to them not being in Education, Employment or Training post compulsory education.**
- 4 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, and individual circumstances information and, 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 into learning and work.

Key Stage 4 Offer

UNIVERSAL SUPPORT

- Whole Year group
- Offer of guidance interview before leaving school
- Digital keep in touch and information updates
- Parent evenings

CAREER CHECK SUPPORT

- Unfocussed
- Talented but underachieving
- Lacking in confidence or motivation to make things happen
- Unrealistic
- Guidance and Coaching interview based on Careers Adviser professional judgement
- and above Universal Support

TARGETED SUPPORT

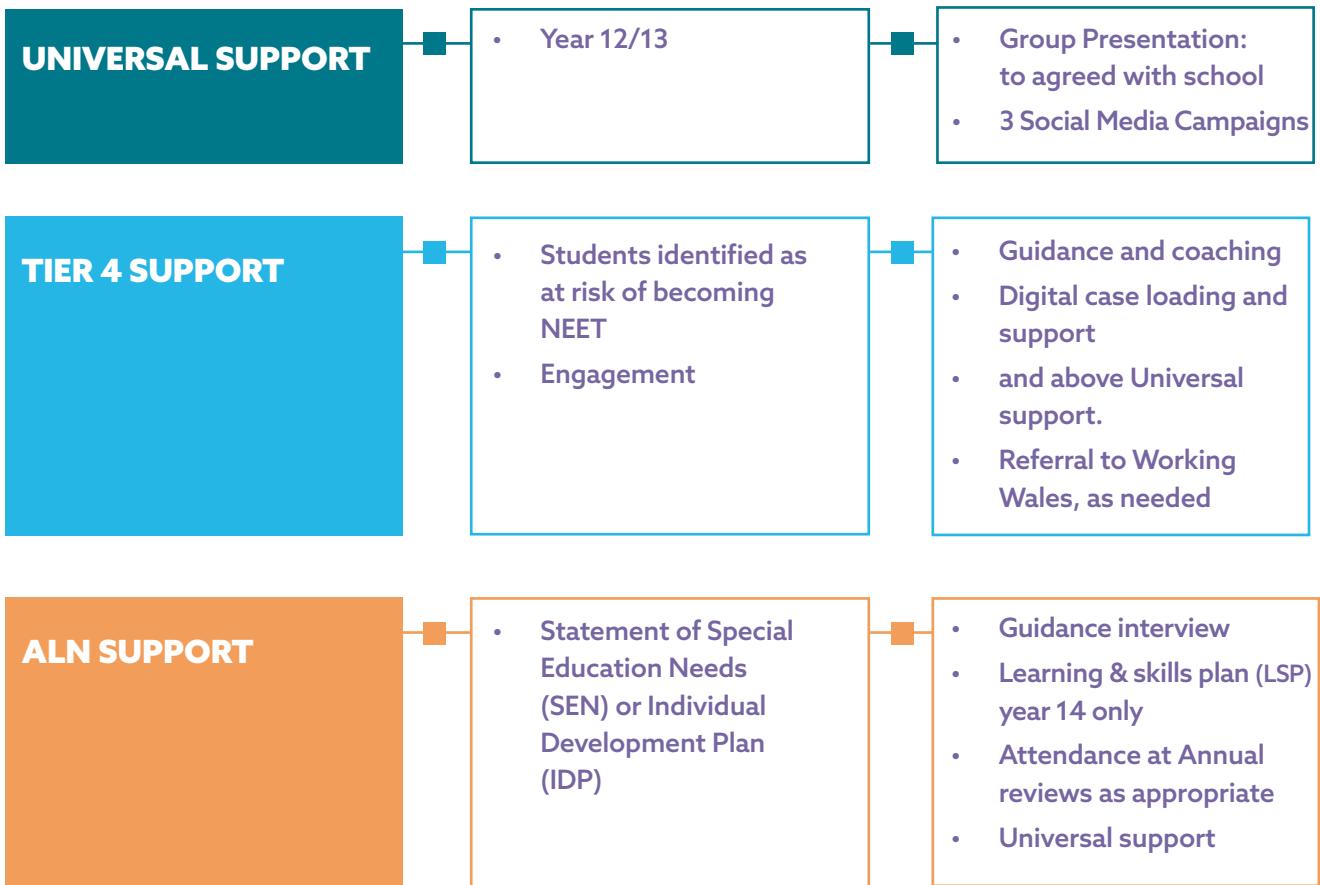
- Free school meals,
- Local authority care,
- Poor Attenders,
- Young carers,
- EOTAS (PRU and Alt curriculum)
- At risk of becoming NEET
- IDP
- English as an additional language (EAL)
- Seeking an apprenticeship
- Labour market entrants
- Guidance and Coaching support based on Careers Adviser professional judgement alongside individual personal circumstances.
- High, Medium, or Low support - equates to more individual time.
- Attend IDP reviews as appropriate
- and above Universal support.

ALN SUPPORT

- Statement of Special Educational Needs (SEN)
- Individual Development Plan (IDP)
- Guidance and Coaching
- Group work
- Transition reviews where appropriate
- Parent contact and parent evenings.
- and above Universal support.

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. For those who decide to leave education at 16 and enter a job or training, support will be available via the Working Wales service.



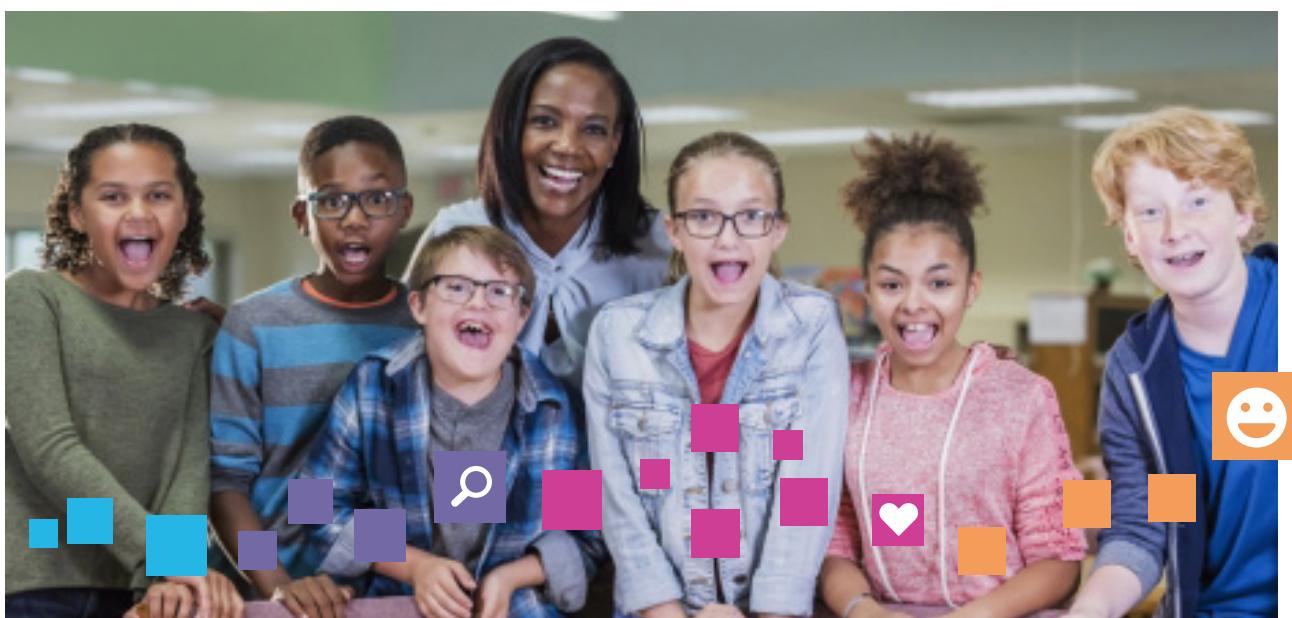
Support for Pupils with Additional Learning Needs (ALN)

The implementation of the new Additional Learning Needs and Education Tribunal Act (ALNET) changes the responsibilities placed on Careers Wales. Over the next few years, the requirement for Careers Wales to produce Learning and Skills Plans or to apply for specialist college funding will be phased out.

Young people with ALN however remain a priority group for Careers Wales and will be offered targeted services throughout their school career, including transition support into employment, training or further learning.

Careers Wales aims to provide the following services to pupils with ALN:

- Interactions with pupils and/or parents or guardians, as required, to support their transition (face to face, email, telephone)
- Support with action planning
- Attendance at transition/IDP reviews where appropriate
- Signposting to relevant information and support services
- Groups sessions where appropriate
- A Learning and Skills Plan for leavers in year 14 who are leaving school and looking to enter further learning or training
- Applications for specialist college funding where applicable for leavers from years 14



Curriculum Team

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

Service Offer

Consultancy

We will continue to offer colleagues in schools appropriate consultancy support to implement and embed CWRE as part of Curriculum for Wales. This will include the use of the CWRE toolkit to design, implement and evaluate CWRE provision.

Professional Learning

A calendar of national online Professional Learning for 2024-25 will be circulated to schools in the summer term, with an application or expression of interest system to recruit teachers for each training session or course.

Topics for live online Professional Learning sessions to include:

- **Creating a CWRE policy**
- **Planning, reviewing and evaluating CWRE in the curriculum**
- **Auditing CWRE in the curriculum**
- **Embedding CWRE in AOLEs – professional discussions for teachers**
- **Enterprise and Entrepreneurship**
- **Using the Careers Wales website and resources**

Curriculum Team

We will continue to make available to schools a range of digital professional learning and resources through HWB and our website to support the implementation of CWRE.

We will continue to offer a structured Professional Learning offer for teachers leading on CWRE which is closely aligned to the new curriculum to support with the implementation of CWRE as a cross-cutting theme. This will include the further roll out of the Nael endorsed, Level 6 Certificate in Career Leadership and the newly developed Careers in Your Curriculum programme.

Careers Wales Quality Award

We are continuing to work with pilot schools to develop a new Careers Wales Quality Award which we aim to roll out from September 2026



Education Business Partnership

@ Careers Wales

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

Careers Wales can facilitate links between Business and Education via a range of activities and programmes including:

- Visits to employer premises
- Employer talks in schools
- Digital employer presentations and virtual CWRE activities
- World of Work days / carousel events
- speed networking sessions
- The development of employer challenges and specific curriculum related content
- Support to develop alumni networks and strategic links with employers

Big Ideas Wales

During 2024/25, Careers Wales will again have responsibility for the organisation and management of entrepreneur role model workshops as part of Welsh Government's Big Ideas Wales programme. Details of programme delivery will be discussed with individual schools.

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.
- Challenge career limiting beliefs relating to gender, race and background

Engaging with Parents

Careers Wales is committed to maximising the opportunities to engage and empower parents 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.

Ensuring that parents are knowledgeable and suitably prepared to support their child in their career planning will help young people make more informed decisions at key transition points.

Our parent strategy sets out how Careers Wales helps empower parents to be suitably prepared to support their child in their career planning through 4 key goals;

- 1. Engage parents earlier on in their child's academic life**
- 2. Engage with parents in targeted groups as set out in brighter futures**
- 3. Improve reach to all parents, particularly via digital means**
- 4. Better engage parents in influencing and shaping development of our services**

Our approach aims to:

- Involve parents early 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. Support and information for parents can be accessed via careerswales.gov.wales/parents



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 opportunities 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 IT 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 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
- Provide Careers Wales with pupil school and or HWB email. This supports pupil registration to the Careers Wales Website to access features such as Job Match Quiz.
- 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 New Curriculum Bill section 44/45, requires maintained schools and pupil referral units in Wales to provide:

- 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 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 up-to-date 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, emergency procedures, accident/ incident reporting, procedures for lone working and any hygiene/infection control measures in place. Our staff are aware of their health and safety responsibilities and adhere to the learning providers' policies and procedures at all times. We require schools to provide a suitable, safe and confidential environment for pupil interviews which meet the requirements of the workplace (Health, Safety & Welfare) regulations 1992. The room /area should not be isolated but should be:

- **Well ventilated either naturally or mechanically**
- **Adequately heated**
- **Adequately lit**
- **Sufficiently large enough for a minimum of 2 people to work out of including space for desk and storage cupboard.**
- **Located within an area where vision can be maintained, or a vision panel installed in the door.**
- **Free from excessive noise**



Safety and Safeguarding

Safeguarding

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. Dependent on the nature of the inappropriate use Careers Wales will also inform the police.

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

ICT Equipment and Connectivity

To facilitate an effective and streamlined delivery of service through a blended approach of face to face and digital technology, Careers Wales requires reliable internet connectivity to use with our equipment.

The School's contribution to supporting this approach is to:

- Provide Careers Wales staff with full/unhindered access to the Internet via the School Wi-Fi network. This access level will enable the Careers Wales 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 we require provision of a cable connection option which will enable Careers Wales to provide services in a static room; but this 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 and/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 reliable in the school room assigned Careers Wales interview room.



Data 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, The Education (Extension of Careers Education) (Wales) Regulations 2001 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. Termly updates capture any physical movement or changes in individual circumstances of the pupil to support CW service delivery
 - Autumn Term - September/October (captures any physical movement or change in individual circumstances of the pupil to support CW service delivery and supports destination reporting)
 - Spring Term – February (captures any physical movement or change in individual circumstances of the pupil to support CW service delivery and supports destination six month follow up reporting)
 - 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.

Data Sharing

General Processing

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

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 2022)

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