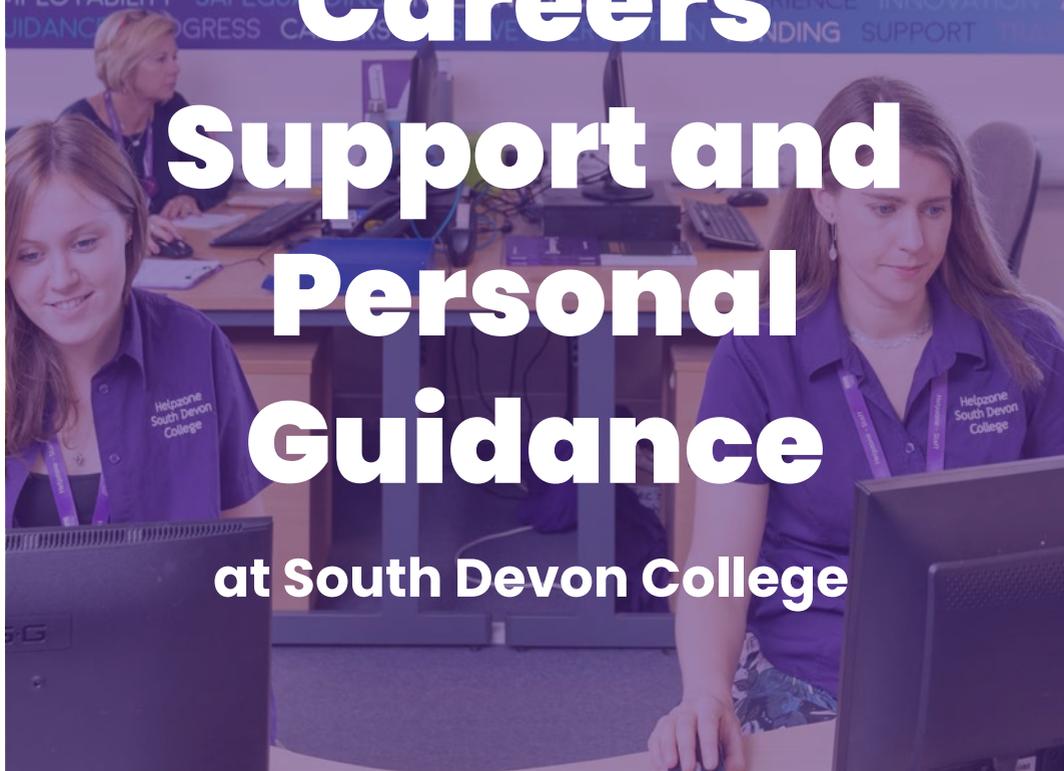


HELPZONE

NOVATION ADVICE GUIDANCE PROGRESS CAREERS POSITIVE INTERVENTION FUN
SUPPORT TRAVEL STUDENT UNION PERSONAL TUTORS LEARNING SUPPORT INCLUSI
NROLMENT APPLICATION INSPIRATION UNIVERSITY APPRENTICESHIPS ADULT LEAR
EMPLOYABILITY SAFEGUARDING DISABILITY SUPPORT EXPERIENCE INNOVATION
GUIDANCE PROGRESS CAREERS SUPPORTIVE ENVIRONMENT LEARNING SUPPORT



Careers Support and Personal Guidance

at South Devon College

Date of appointment: _____

Time: _____

Venue: _____

Advisor: _____



Contents

At South Devon College our mission is 'Inspiring our community through learning for all'. We put our customers first and provide quality and accredited services in ways that are flexible, responsive, friendly and efficient. Our Careers Support and Personal Guidance is focused on helping our customers to make informed decisions, overcome barriers and achieving their goals.

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Customer Feedback

"I attended the College with my daughter. Unfortunately she didn't achieve the grades required to progress to A Levels which was upsetting for her. However, the helpzone staff helped her look at alternative options and were absolutely amazing. They were patient and empathetic and really couldn't have done more to help."

Meet our Advisors

Rebecca Florence

"Hi, I am here to provide you with dedicated course and careers advice as well as matching you to the right course and helping you with funding. It is a great feeling helping adults to take that step to achieving their goals!"



Jo Calvert

"Hi, my role within Helpzone is to provide Information, Advice and Guidance for 14-19 year olds to help them choose their next steps and work towards their end goal. I enjoy helping young people and get satisfaction from seeing them succeed and feel lucky to have the chance to do this."



Adam Furneaux

"Hi, I am here to help young people aged 14-19 to make decisions about their education, training and work options. I have worked in the education sector for a number of years and I enjoy meeting students to help them explore new and exciting opportunities. I am passionate about improving the outcomes for young people, supporting them to achieve their aims and fulfil their potential."



Meet our Advisors

Georgina Cleasby

“Hi, my role focuses on schools liaison and transitional support for young people. Typical tasks can include delivering one to one careers guidance, attending careers events, and delivering group sessions on apprenticeships in a school. This role gives me the opportunity to work with many external organisations and curriculum teams within South Devon College.”



Avis Evans

“Hi, I am a member of the advice & Guidance team at South Devon College specialising in 14–19 guidance. I enjoy being part of a dedicated team that will make sure a learner is on track to pursue a career they are passionate about. When learners are unsure which path to take, we can provide free impartial advice on careers, assist with applying for jobs and offer help in choosing the right course at both College & university Level”.



Eamon Wykes

“Hi, I am the Employability Guidance Officer and it’s my job to help students to max out their employability skills. From searching and applying for part time jobs to getting through interviews, our service supports all comers. We also liaise with local employers to help students interact as often as possible. I look forward to meeting individual students or popping in to tutorials.”





Information

for those who need help using the service

South Devon College has been designed to meet a wide range of individual needs and has a published Single Equality Statement available upon request. At our Paignton campus, ramps, some automatic doors and lifts improve access to all areas. The College has cafés, restaurants, a cash machine and a stationery shop. Free parking (via token provided after appointment) and disabled parking are available and can be booked through the College reception areas.

You are welcome to bring along a support person to any guidance appointments.

We are committed to offering educational opportunities to a wide range of customers. This includes offering the advice and support necessary for people with disabilities or learning difficulties to join the courses they wish to study and to succeed on them.

If you have a disability you are welcome to call us to discuss your individual needs. We can also provide information on travel routes to all sites via public transport. Contact details are located on the reverse of this leaflet.

Let us know if you would prefer a virtual or telephone meeting.

Stagecoach – Plan your journey
stagecoachbus.com



What you can expect from us

We will:

- Be courteous and helpful at all times.
- Not be judgemental or prejudiced.
- Explain to you what the service can and cannot do.
- Make every effort to meet any specific needs you may have.
- Strive to ensure that we will start all appointments on time.
- Re-book any cancelled appointments upon request.
- Where appropriate, provide an action plan, following any one to one appointment.
- Respond to written requests for information and voicemails within two working days, wherever possible.
- Treat all personal information about you in confidence. It will only be passed on with your consent or where legally necessary (e.g. for contractual purposes).
- Tell you about any appropriate funding opportunities that are available.
- Keep written records of guidance interviews to enable us to help you.
- Provide evidence of our work to our funding providers as well as for statistical information used to improve our services.

What we expect from you

We strive to create an atmosphere of mutual respect and professional courtesy. Therefore we ask you to:

- Attend any pre-arranged appointments and/or let us know prior to the appointment should we need to re-book.
- Come prepared for the appointment if possible i.e. evidence of any previous qualifications held, draft of CV or application form where appropriate.
- Prepare a list of any questions you wish to have answered.
- Inform the College of any specific support needs which might be a barrier to accessing the College.
- Where appropriate, follow up on any actions agreed from a one to one appointment on the Action Plan (found on page 13).
- Ask questions and clarify any points discussed during one to one guidance.
- Treat staff, other clients using the service, and the facilities on offer, with respect.
- Switch off mobile phones whilst in one to one appointments and adhere to the College no smoking policy.



We will not tolerate

- Verbal abuse, violence, racist or sexist behaviour and any other discriminatory behaviour whether against students or staff.
- Offensive or foul language.
- The consumption of alcohol on any of the College's premises.
- The use of any illegal drugs.
- Harassment, indecent or threatening behaviour

Unacceptable behaviour may result in exclusion from South Devon College and/or future applications being withdrawn in line with our Admissions Policy.

Limitations of our service

- We will not write CVs, complete job application forms, write covering letters or UCAS personal statements for you. We will, however, provide every facility to enable you to do this for yourself in a supportive setting.
- We cannot tell you which job, business or learning opportunity is the right one for you, but we can help you assess what might suit you best.
- We do not provide crèche facilities for children during guidance appointments. If children are in attendance during appointments we ask politely that they are supervised closely at all times.

Preparing for your appointment

As with most things, the more you put into your appointment the more you will get out. We aim to help you clarify the issues most important to you, and enable you to make progress with your future plans. However, it is important that you remember this appointment is for you and we will expect you to do most of the talking. Please be prepared to be challenged on some of your statements.

- Aim to arrive at least 5 minutes early and plan your journey to avoid any additional stress.
- Your appointment will take up to one hour. However further appointments can be booked if required.
- What questions do you want answers to?
- Where do you want to be in 5 years' time?
- If you are really unsure there are a few online resources you can have a look at to give you some ideas prior to your appointment. Please see Useful Resources on page 7 and 8.
- What barriers are there preventing you achieving your goals?



Useful Resources

The National Careers Service

nationalcareers.service.gov.uk

A government funded site suitable for all age groups. Full of useful information about job profiles, routes to HE and post 16 options.

National
Careers
Service

Apprenticeships

apprenticeships.gov.uk

Everything you need to know about becoming an apprentice. This government directory explains how apprenticeships work and provides access to the latest vacancies.



icould

icould.com

Free and simple to use, icould.com uses the power of personal stories, featuring over 1000 videos of people talking about their careers – explaining their job role, career path, and how different factors have shaped their direction. This site also features the Buzz Quiz, which encourages self-reflection and explores links between personality and work.



WhatUni?

whatuni.com

Whatuni is the UK's biggest university course comparison site. From finding the right course and reading honest student reviews to sound advice on everything to applications to accommodation, Whatuni has all you need to find your perfect university and make the most of it once you are there.





Useful Resources

UCAS Progress

ucas.com/after-gcses

Options for 16-18 years olds, includes a career finder tool.

Apprenticeship Vacancies

reed.co.uk

Includes listings of current vacancies and enables you to set up an account which alerts you when new vacancies are posted.

Looking for part-time employment?

southdevon.jobteaser.com

The Careers and Employability Centre is an online and face to face service for College students to support you to find part time, seasonal work and work placement opportunities.



Kudos

kudos.casaid.co.uk

An impartial career development service helping you to explore, develop and maximise your potential. Sign up for your free account using the licence code **workwork70**. Create your own career shortlist to compare labour market information, select appropriate pathways and build an action plan to help you take control of your next steps.

Your Action Plan

What do I need to do next?	How am I going to do this?	When by?	Completed (tick)

Your Action Plan

What do I need to do next?	How am I going to do this?	When by?	Completed (tick)



How you can help us improve our services

Let us know about any suggestions, compliments or complaints about the service. This can be done in the following ways:

- Complete the online survey following your appointment.
- Contact:
Head of Student Services
South Devon College
Long Road
Paignton
TQ4 7EJ
Tel: 08000 380123
Email: enquiries@southdevon.ac.uk



Scan here using your smartphone to complete our online survey

Everyone can expect an open, fair and effective complaints procedure. A copy of the College's complaints procedure is available on request from the Helpzone.

How to Find and Contact us

Paignton Campus Level 3

-  Learning Zones
-  Stairs
-  Lift
-  Toilets
-  Accessible Toilets

