

A photograph of two young men sitting at a desk in a workshop or office environment. The man on the left is wearing a maroon shirt and a red lanyard, pointing towards a laptop screen. The man on the right is wearing a dark blue hoodie and is smiling. The background shows a modern office space with glass partitions and a green light source.

**Skills
Development
Scotland**

Towards employment

How we support people to achieve and sustain work

Elaine Walls, Senior Partnership Manager, ED&I

CIAG Service delivery

Approach

- Equality of Opportunity
- Needs based
- Universal and Targeted Services
- Career Management Skills (CMS)
- Coaching Approach to Career Guidance
- Evidence-based Information and Advice
- Empowerment and ownership
- Impartial
- Professional
- Internationally recognised
- External scrutiny
- Continuous Improvement

School

- Service Offer negotiated annually
- Every maintained secondary school in Scotland
- Key part of the school team
- Career Education Standard entitlements
- Group activity
- 121 engagement
- Parental engagement
- Career Long Professional Learning
- Results Helpline

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Next Steps

- Proactive targeted 121 support
- Intensive coaching guidance weekly or fortnightly
- Unemployed seeking up to 18.5 years (26 c exp)
- OfA 16-19 follow up
- 16+ Data Hub
- Key part of the LEP
- Network of SDS Public Access Centres and outreach locations

Adult

- Proactive targeted support for displaced apprentices
- Demand led services to diverse customer groups e.g.
 - Unemployed
 - Veterans
 - IES DWP
 - Returning to work
 - In learning
 - In work
- Network of SDS Public Access Centres and outreach locations
- Helpline

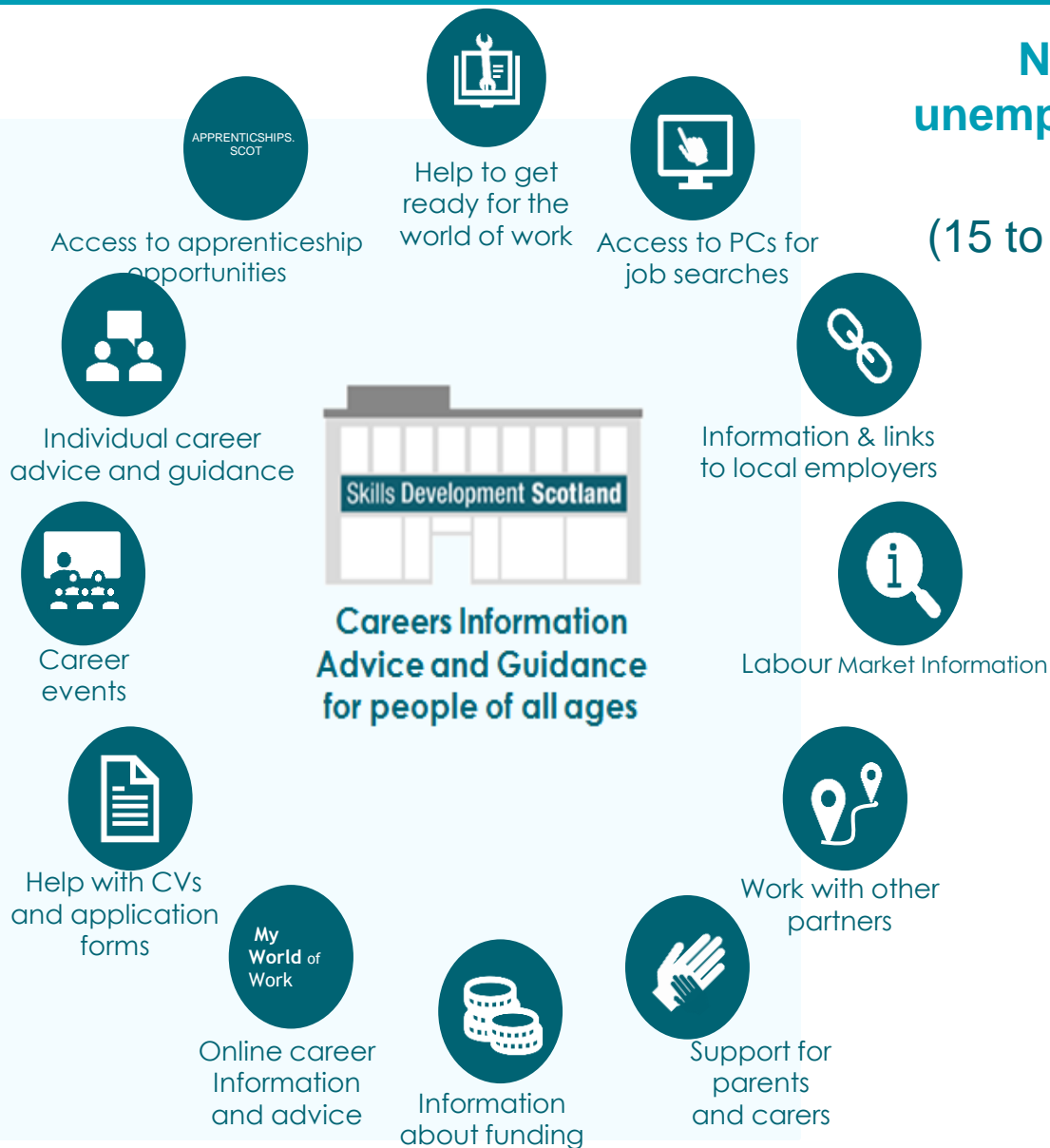
PACE

- Lead agency for Ministerial PACE partnership
- Chair of PACE partnerships
- Employer support
- Employee support
- Individual support
- Digital support inc. webchat
- Events
- Webinars

Digital

- My world of work
- Age and stage appropriate tools and resources
- School profile with coordinated customer journey
- Adult Beta site
- Self serve or facilitated
- Jobs portal
- OU courses
- Course search
- Skills tools
- CMS and Employability
- Individual Training Accounts
- Marketplace

Careers Centre – Next Steps & Universal



Next Steps Service Offer for unemployed young people aged 15 to 18.5 years

(15 to 26(+)) years for care experienced young people)

Smooth Transition

from school to post-school

Enhanced support

to achieve and sustain a positive destination

Aftercare for those with maximum need

to support individuals to sustain outcome



CIAG Service Offer in Schools

Customer	Delivered via	Type of service	P5-P7	S1	S2	S3	S4	S5	S6
Pupils	 Professionally qualified expert careers staff	Intensive support				Coaching approach to guidance through one-to-one session(s) for those who would benefit most from intensive support			
		Universal	Group activity for P1-S1 transition	Group activity – making informed subject choices		Group activity- Senior Phase option choice			
			One-to-one session focused around subject choice		Transition support for leavers yet to secure post-school opportunity				
		Drop-in service – speak to school Careers Adviser							
	 My World of Work.co.uk	Universal	Bespoke younger age tools and resources	Wide range of tools, resources, information and advice to support development of Career Management Skills and effective career planning					
	 Apprenticeships.scot	Universal					Find a Foundation, Modern or Graduate Apprenticeship		
Parents and Carers	 Professionally qualified expert careers staff	Universal			Opportunity to attend subject choice one-to-one with young person, or at another time				
			Parent and carer engagement activities						
	 My World of Work.co.uk	Universal	My World of Work parent area – bespoke resources						

Early intervention for timely support

Raise aspirations at Subject Choice

Enhanced support at senior phase to make career decisions

Career Review

Scotland's Career Strategy

'The vision for our careers system is: For a world-class, professionally-led, aligned and flexible system of CIAG services which delivers for every citizen, regardless of where they live in Scotland, their age or circumstance

. A system through which citizens can expect a high standard of support that meets their needs when they need it most, a system that is fully interconnected to ensure citizens access the right people and services which includes employability and skills support'

Recommendations and Equity statements



1. A new career development model

A simple model should be established that defines career services, bringing definition to the variety of career services across Scotland.

The model recognises each person as an individual with their own distinct needs. It will offer meaningful and accessible support in career development, tailored to them when they need it. It supports equity of access in any setting – meaning everyone will experience a similar standard of service irrespective of who is offering it.



2. Developing skills and habits essential for the future world of work

Career education and services should be designed to develop, recognise and accredit the skills and habits essential for the future world of work.

Collaborating with individuals throughout their own unique journey will offer diverse and equitable experiences, enabling the development of skills and career habits that help them thrive in the future.



5. Community based services

Career services should be delivered within communities in a way that is aligned to social justice values and provides access to consistent national services.

All communities, their needs and values are appreciated, understood and accepted, so there will be fair and equitable career services.



3. Creating person centred career services

Individuals should be involved in identifying what they need from career services based on their own circumstances and context, which leads to a flexible and personalised service offer.

Encouraging the exploration of each person's life, interests, morals, skills and values, building a narrative of their own story, deepening self-worth and belief in their contribution to the world.



4. Experiential career education

There should be dedicated curriculum time for experiential work-related learning in all settings.

Each individual is entitled to access fair, just and purposeful work-related learning embedded within their curriculum that aligns with their goals and ambitions. All learning incorporates equality and diversity principles that challenge and overcome entrenched ideas about the world of work, such as gender stereotypes.

Recommendations and Equity statements



6. Exposure to fair work

People should have a right to have a wide range of meaningful opportunities to experience work and understand what fair work is.

Every person is entitled to accessible and inclusive work-related experiences embedded within the curriculum that incorporate equality and diversity and aligns with their goals and ambitions.



8. Clear roles for the delivery of career services

Where appropriate, the roles across career services should be defined, to deliver the career development model in a coherent way.

The career ecosystem will inclusively offer accessible and dependable support throughout an individual's diverse life experiences.



7. Digital enablement, empowerment & engagement

Enhanced digital services and online tools should be developed that present information about the world of work in an inspiring and accurate way.

Through the development of inclusive, accessible digital services and tools all people can access inspiring, trusted and relevant content. This is complemented with access to professionally qualified, impartial one-to-one support to use, navigate, and process information.



9. Strengthening evaluation and continuous improvement

The effectiveness and impact of the whole career system should be measured using a suite of outcome-based measures that are integrated in all settings, supporting the delivery of responsive and flexible services.

The approach places importance on identifying outcomes that reflect individual goals, distance travelled and career happiness, and evaluate the quality and effectiveness of the career ecosystem for all individuals and its impact on wider economic and social objectives.





10. Creating a career services coalition


A coalition should be established that ensures the implementation of the Review's recommendations and the coherence of career services across Scotland, where young people, practitioners, employers and stakeholders are represented.

The coalition ensures that equality, diversity and inclusion are at the forefront of career services, informed and represented by individuals with lived experience of all protected characteristics, key organisations and inclusive, fair work employers and trade unions


Continuing to evolve Skills Development Scotland

 **A significantly strengthened universal offer** including inspiring experiential digital services

 **Improving and adopting asset-based approaches** that allow services to become more universal and lifelong


 **Taking a leading role in the Career Services Coalition**, working in strong collaboration with partners across the ecosystem

 **An organisation-wide approach to delivery** driven by the career development model


 **Continued resource** prioritised towards career services

 **Presenting career services** in a way which appeals to young people

 **Even greater representation** of young people, employers' voices in service development and delivery

 **Strengthened partnership arrangements** with community-based services

 **Enhanced career intelligence** providing impactful insight into the world of work

 **Supporting partner service development** to ensure services are interconnected by design



Career Review website

<https://www.skillsdevelopmentscotland.co.uk/career-review/>

Career Review Main Report

https://www.skillsdevelopmentscotland.co.uk/media/48884/career_review_main_report.pdf

Career Review Equality Impact Assessment

<https://www.skillsdevelopmentscotland.co.uk/media/49289/career-review-phase-1-equality-impact-assessment-june-2022.pdf>

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