

Skills Development Scotland's online/remote services and response to Covid-19

Career Guidance and Development
CPD Conference Scotland - February 2021

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Session Overview

Welcome to everyone!



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Policy and Professional Practice

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National CIAG Manager

Policy and Professional Practice



- 1. Overview of CIAG service development and delivery**
- 2. Impact of pandemic and our response as an employer and CIAG service provider**
- 3. Lessons learned and facing into the future**

The Skills Planning Model

CIAG within a National Skills Agency

Understanding Skills Demand through:

- Direct employer engagement
- Input from our engagement with employer groups
- Insights through partner agencies
- Economic and labour market analysis

Regional and sectoral skills investment planning

Influencing choice through careers intelligence

Investment in responsive education and training provision, nationally and locally


Further Education	Higher Education
Training Providers	Academies

Employers:
Are able to recruit the right people with the right skills at the right time and develop their workforce.



Individuals:
Access a careers service that helps them pursue opportunities important to the economy and its employers, and supports career change and career progression

- Face to Face
- Parents
- Teachers
- MyWow
- Employers
- Campaigns

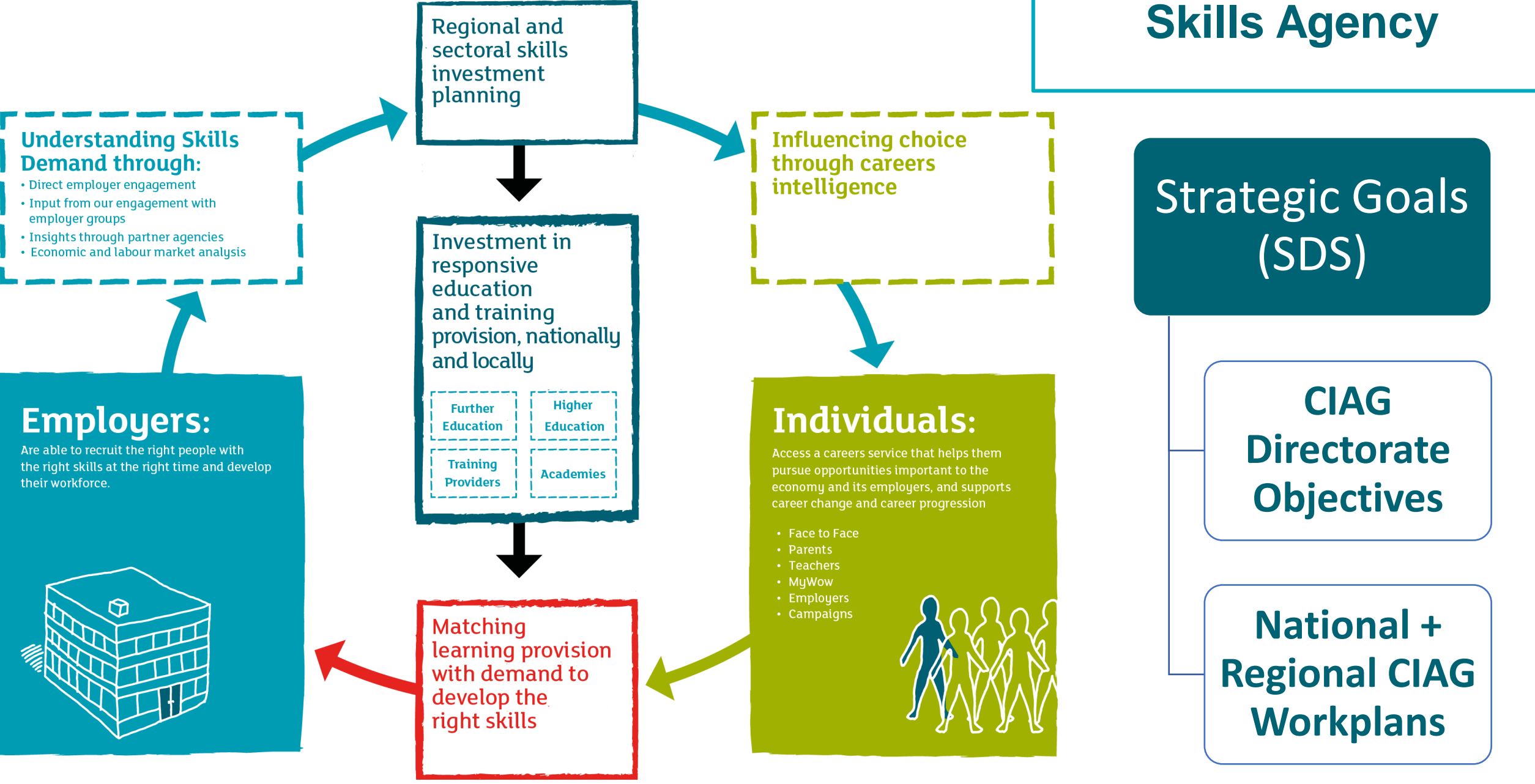


Matching learning provision with demand to develop the right skills

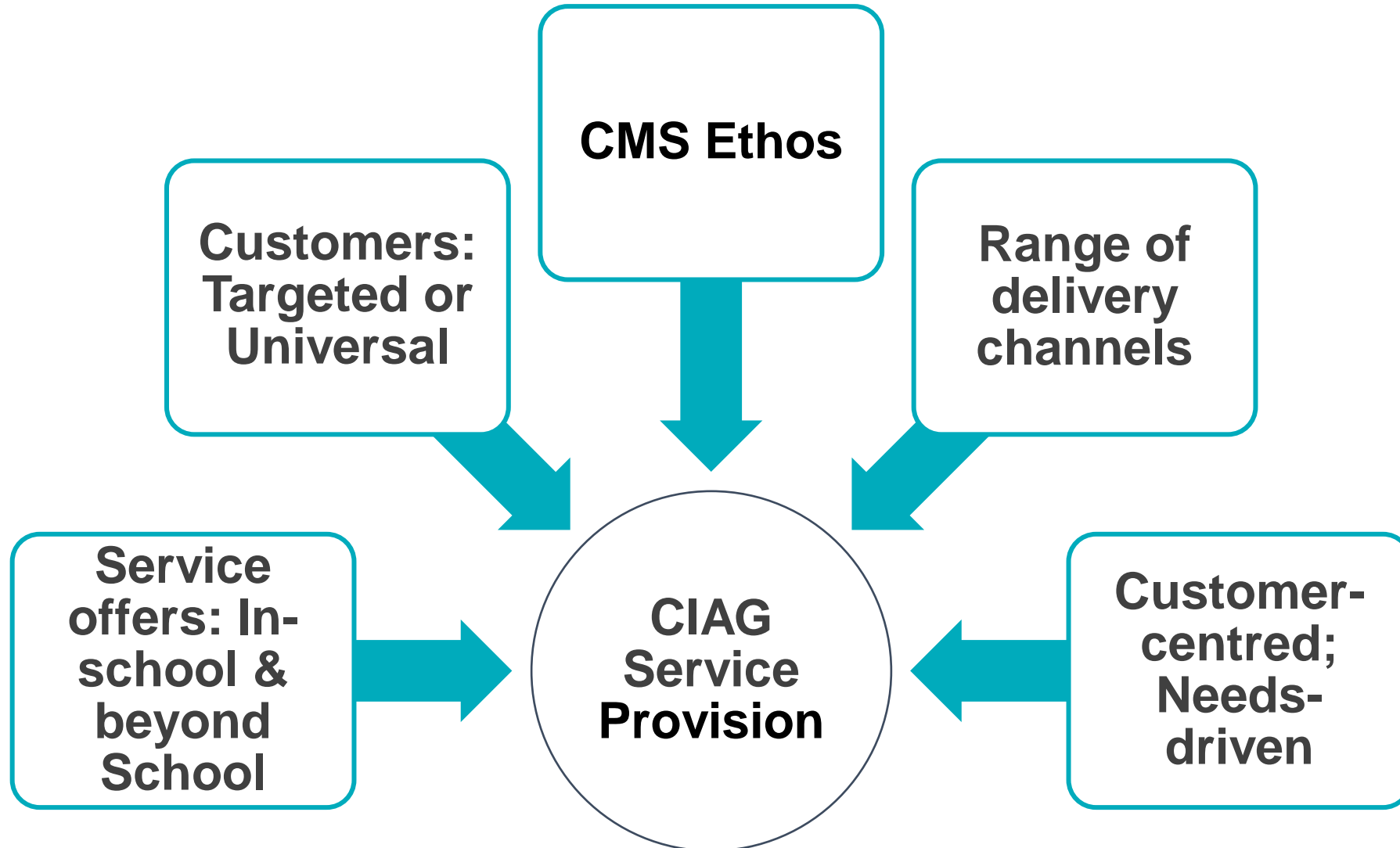
Strategic Goals (SDS)

CIAG Directorate Objectives

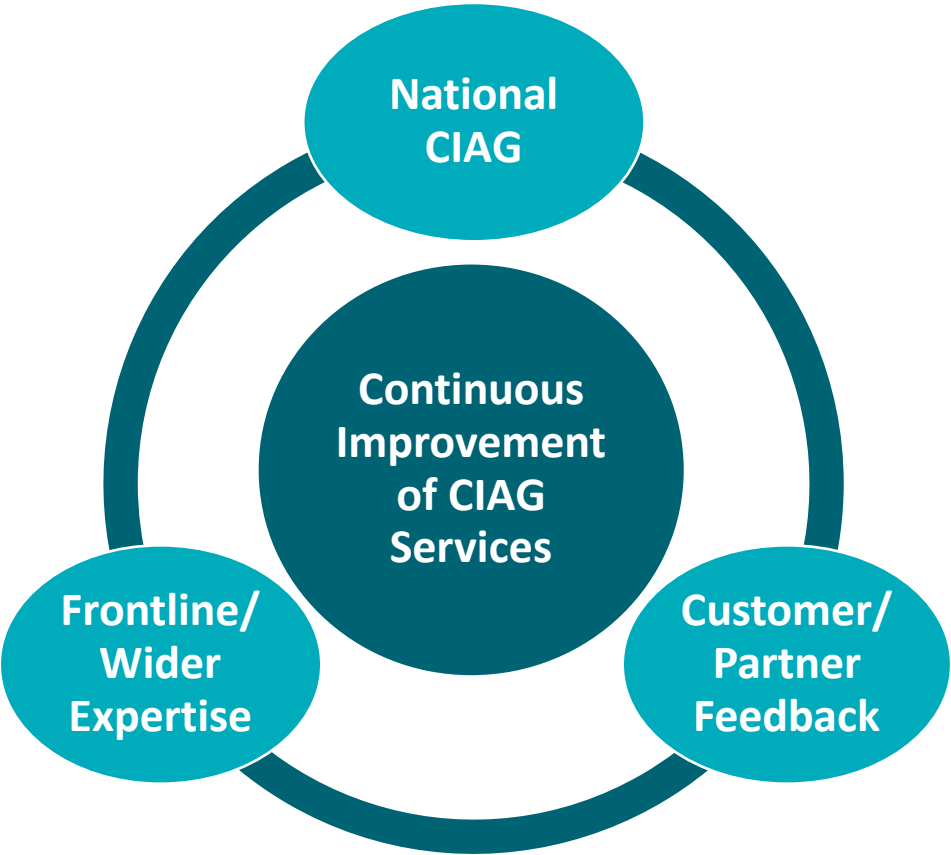
National + Regional CIAG Workplans



Essence of CIAG Service Delivery



Enabling CIAG Service Delivery

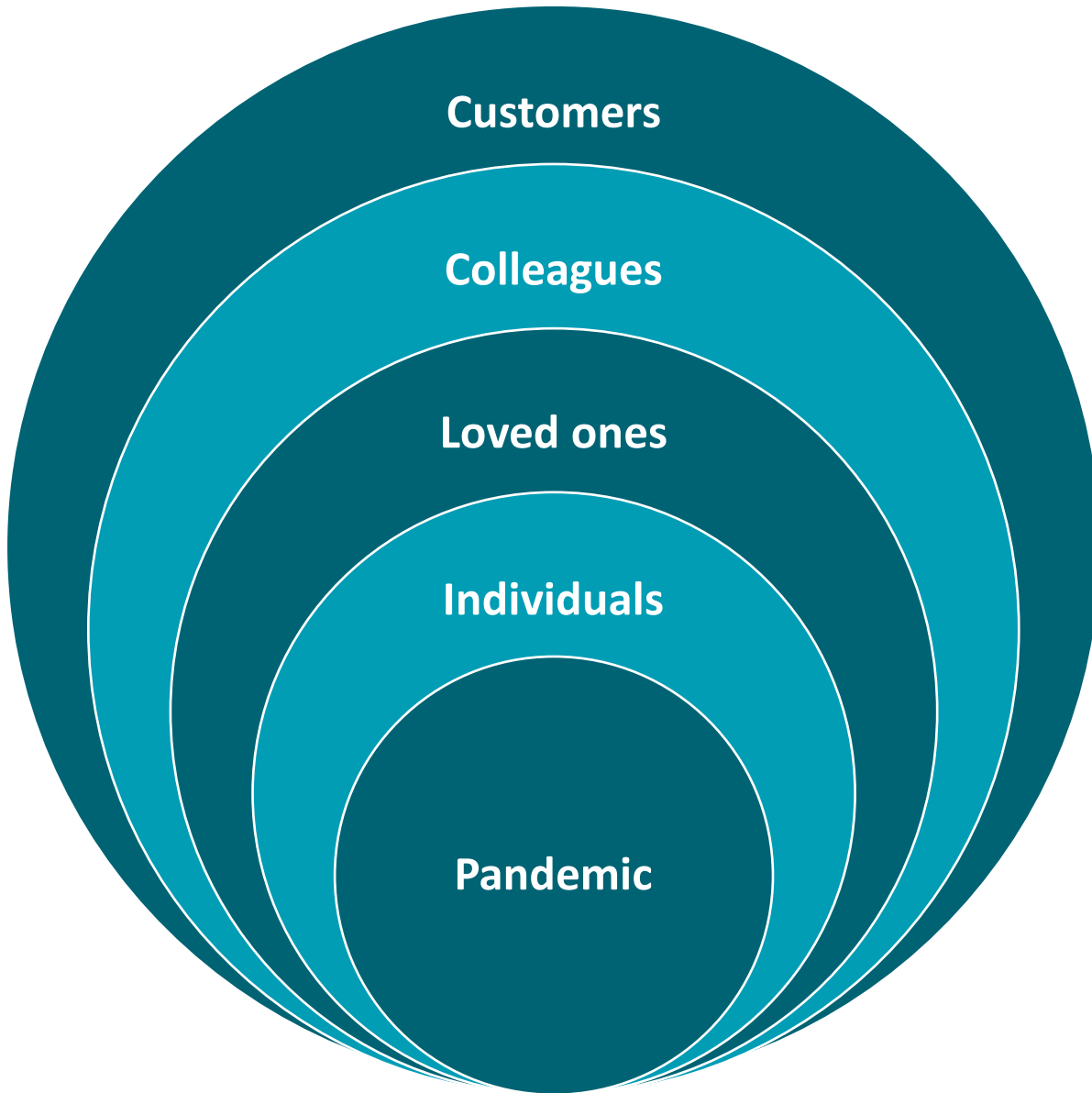


CREATING A CULTURE OF EVERYDAY LEADERSHIP



CIAG Directorate Objectives:	People	Practice	Processes	Partnerships	Performance
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Lockdown March 2020 – “Managing the now”



The Process of Change (Scott and Jaffe 1994)

DENIAL	RESISTANCE
COMMITMENT	EXPLORATION

Senior Leadership Priorities

1. Health and well-being of all staff
2. Maintaining services to our customers

CIAG Service Delivery - Priorities and Approach

Skills
Development
Scotland

Interim CIAG service offers

Responsive services to support individuals

Already in delivery

Targeted 1-2-1 Service
Senior Phase
Pupils

Targeted 1-2-1 Service
Post School –
Next Steps

PACE
Redundancy

In development

Enhanced Support
for Individuals

Transition Support
for Pupils, Parents
and Carers

Career Education
Programme

Web

• Self-help

Helpline

• Advice and signpost

Assigned
advisers

• Case Management

CIAG Approach to Developing Services:

High Level Approach



Underpinned by SDS Values in Action

We demonstrate self-motivation, personal responsibility and respect

We continually improve to achieve excellence

We put the needs of our customers at the heart of all we do

We make use of our combined strengths and expertise to deliver the best outcomes

CIAG Services & Developments: Web

Product	Description
Career Education Programme	Originally an 8 week programme aimed at all years in secondary to help teachers facilitate career education activity with those who required it – this has now been further developed and available all year round via MWOW.
CIAG Webinars and Broadcasts	Live Webinars were a response to the needs of school leavers. These were recorded and now hosted on MWOW for customers to access and use anytime. This also led to pre-recorded broadcasts as an alternative solution to F2F group engagements.
MWOW	Continuing to enhance MWOW web-service with projects focusing on adult customers; job hub and functionality to aggregate free online learning opportunities.

CIAG Services & Developments: Helpline

Product	Description
CIAG Helpline	A new service that recognised the breadth of customers whose learning, education or employment had been affected.
Well-being Information Hub	Utilising our range of partnerships to create a resource that would help us fulfil the varying (immediate/presenting) needs of customers in relation to well-being, finances, provision and employability.
Redundant Apprentice	Proactive response to pick up apprentices at risk of/facing redundancy, resulting in a partnership approach to maintain WBL.

CIAG Services & Developments: Adviser

Product	Description
NF2F CPD	A learning resource to help staff consider their existing key CIAG skills within the context of NF2F delivery channels –accessed via self-directed or peer-led learning.
NF2F Practice Toolkit - to support customer engagement	A short clip describing “How a Careers Adviser can help” (3 mins) “Introducing Your SDS Adviser” template A Digital Practice Toolkit
Next Steps Episodes	Short recorded clips for customers focusing on particular topics such as CMS, coping with change, confidence, decision making and others. These could be sent on their own to get customers engaged/thinking or used in conjunction with 1-1 support.
My Observations	A tool within our learning management system for advisers to capture a summary of their experiences and learning from any reflective practice or observation framework activity.

Lessons learned and taken forward

We must invest in “A Human Future”

Relationships are critical

Well-being has to come first

Process Vs Practice: A shift in mindset

The importance of culture: SDS Values and Everyday Leadership

A blended approach to CIAG delivery is fundamental



Discussion and Questions



Thank you.