

**Donna Graham (BA Hons, QCF Level 6)**

I am the Adult IAG Manager at Positive Steps for the National Careers Service in Greater Manchester, responsible for the operational delivery of the service in the Oldham area. I manage the service and a team of careers advisers.

I have 13 years' experience in the sector, starting working life as a Careers Adviser working in the local community with young people. I then progressed into management roles firstly as a manager for advisers working in schools and then moving into the adult IAG manager's role in 2008.

A particular highlight has been the opportunity to undertake a range of sector-based qualifications including the QCF Level 6 Award, the Assessor Award and the PTLLS qualification. This has been supported through the Economic Solutions CPD programme, recognised for its 'outstanding' effectiveness in the recent Ofsted 2013 inspection. It has been a challenge but also an inspiration – I have completed qualifications alongside advisers which gave me the opportunity not only to review and refresh my skills but also to apply them to support the advancement of my team.

The training has reminded me why I do this job. It is about quality practice - about which I am passionate. This is why registration is so important to me as it raises the professional status of the service and gives the opportunity -for a common voice as members of the CDI. It also allows for on-going professional development that has been so significant for me and ensures a quality approach and excellent service delivery.

**Contact details**

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“When I consider the impact of the QCF training I have undertaken I know it has renewed my passion for quality guidance practice. The training and professional body membership and registration gave me the option to not only review and refresh my skills but also to apply my skills to support the advancement of individuals within my team.”

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