

International Centre for Guidance Studies

Continuing Professional Development from iCeGS

July 2011



International Centre for
Guidance Studies (iCeGS)

www.derby.ac.uk/icegs

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1 Summary

This document presents the broad range of Continuing Professional Development (CPD) activities available from the International Centre for Guidance Studies (iCeGS) at the University of Derby. iCeGS has become an established provider of professional development opportunities throughout the UK and internationally for guidance and the lifelong learning sector. This prospectus provides an overview of our training and development offer.

The prospectus provides an overview of the following opportunities:

- 1) ***Training and Development programmes***
- 2) ***Accredited higher education programmes***
- 3) ***Bespoke work based learning programmes***

Each section offers an overview and examples of the range of provision available. Indicative costs are included for comparative purposes, but each project programme is costed on an individual basis to meet organisational requirements.

In addition to the delivery of dedicated programmes the centre also provides research, consultancy and events around professional development and workforce development within the career development sector, examples of these are available on our website www.derby.ac.uk/icegs.

2 Information about iCeGS

The International Centre for Guidance Studies (iCeGS) is an independent, apolitical, not-for-profit centre within the University of Derby which aims to provide creative solutions to issues that are current for practitioners, policy makers and researchers in the areas of career learning and guidance that intersect with lifelong learning, skills development, social inclusion and workforce development.

iCeGS is committed to

- Professionalisation of the careers advice workforce
- High quality career learning for all
- Support for adults that transforms and enhances lives through careers advice.

All activities undertaken by iCeGS and its associates reflect these commitments.

Our work across all areas of adult and young people's career learning, information, advice and guidance services provides us with a strong knowledge base of the needs of career guidance practitioners.

Over the past 12 years, iCeGS has been established as a centre of excellence within the career guidance sector providing research, development and consultancy services to a range of public and private sector organisations. iCeGS' mission is to extend good practice in the field of guidance and lifelong learning, bridging the gap between managers, practitioners, researchers and policy-makers. iCeGS conducts and encourages research and evaluation in a number of fields including adult guidance, workforce development and youth policy, and has a proven track record in the delivery of projects on schedule and within budget.

Developing the highest quality practice through **continuing professional development** is core to the iCeGS' vision. The Centre significantly contributes to both strategic CPD development on behalf of clients and practitioner development through bespoke training opportunities, conferences and accredited higher education awards.

The Centre has a wide number of programmes that have been developed and are regularly delivered. All of these are adapted to meet the needs of each organisation. Alternatively organisations can have a programme developed bespoke to meet their needs. Often these will focus on particular areas of workforce development and can be accredited (university HE credits) or certificated.

International work

In recent years the Centre has contributed to a number of overseas projects to support the development of the career guidance workforce; recent examples include the United Arab Emirates and Sri Lanka. In addition to this the centre is a major partner in European projects developing training and qualifications for professional guidance practice. International students make up a significant number of the student body on our MA Education: Guidance Studies. We have attracted a dedicated cohort from Malta who have been funded by the Maltese government. In addition we have attracted students from UAE, Cyprus, Greece, the Caribbean and China.

3 Training and Development Programmes

The Centre offers an extensive portfolio of established training opportunities to the guidance and lifelong learning sector. Details of our current offer can be found below. Additionally we are able to provide bespoke training solutions to meet the needs of organisations and to ensure the workforce has up-to-date knowledge and skills to be effective.

- **Advanced Interview Skills** – training package supporting experienced practitioners to review, refresh and enhance their guidance skills. This programme focuses on updating practitioners on guidance theory and supporting the development of guidance skills including contracting, reflection, decision making, diagnostic skills and models of guidance. The training can be delivered either as a two day or three day package.
- **Interview Skills for Advisers** – a two day programme providing an introduction to guidance for information and advice workers. This supports frontline and new advisers to develop the key skills required to deliver diagnostic and initial interactions. It focuses on structures of interviews, listening, questioning, theory and ethics of advice and guidance work.
- **Introducing Guidance** – a one day training course aimed at managers and those interested in learning about guidance which develops an understanding of the guidance process and how it supports individual progression. This includes an overview of the policy perspective, differentiation between information, advice and guidance, the process and skills required for effective delivery and supporting staff.
- **Delivering Effective Advice and Guidance by Telephone** – a one day workshop to introduce and support practitioners in the delivery of quality provision using the telephone. This supports practitioners in identifying and practicing the key skills required for telephone guidance, the client experience and developing good practice.
- **Theory for Effective Careers Guidance** – a four day workshop supporting advice and guidance practitioners in developing a better understanding of career theory and how it supports practice. This training programme has been developed to meet the needs of the Level 6 Diploma in Career Guidance and Development. It provides an overview of career, decision making, transition and motivational theories.
- **Professional Practice** – offer a follow up to advanced interview skills and introduces practitioners to new and emerging theory, being a professional practitioner, approaches to support decision making, theory of action planning and motivating clients. This is a one day course.

- **Customer Care** – a two day course aimed at frontline staff to support them with an understanding of information, advice and guidance and how it supports individuals, role parameters, listening and customer care, questioning skills, diagnosing need, effective referrals and dealing with difficult customers.

Career Education Training Programmes

This training suite is particularly aimed at supporting school based practitioners to develop the skills and knowledge to effectively support young people in navigating the wide range of transition choices available. The training programme is available as standalone training events or can be taken together to form an accredited award. Information on the award can be found below. The training events are all two days programmes.

- **Introduction to Career Education, Information Advice and Guidance (CEIAG)** provides participants with an understanding of CEIAG and how it supports individuals to develop the skills and knowledge to make career choices and manage transitions. Topic areas include; Understanding the concepts of 'Career', 'Impartiality', 'Guidance', Career Theory, career related curriculum and strategies for delivering in schools and curriculum models.
- **Managing or coordinating CEIAG** explores the issues and processes supporting the development, delivery and evaluation of CEIAG programmes. This focuses on; coordinating and leading the CEIAG agenda, skills for effective management, meeting policy requirements, reviewing and evaluating delivery and supporting and developing the school workforce.
- **Curriculum development** explores the development of CEIAG programmes which are integral to the wider personal development agenda. This addresses the following topic areas; learning theory, curriculum, personalising career learning, models for delivery, implementation and evaluation.
- **Information management** considers the issues and processes involved in the development and delivery of career related information systems. This focuses on; defining information, the role of information in career planning, the importance of and utilising labour market information, quality assuring information and utilising the web and computer based resources.
- **Advice and guidance** considers the differences between information, advice and guidance and investigates models for the delivery of each and the process of referral. Topics include; Defining guidance, traditional and contemporary theory, developing client/practitioner relationships, ethics and models for delivery.

What is included in the training package?

All training provided by iCeGS is developed and delivered to meet the highest quality in terms of relevance, currency of resources and materials and to meet the needs of both participants and commissioners.

iCeGS has a highly professional and experienced team of trainers drawn from both the core staff and the wider iCeGS Associate network. Trainers are allocated based on their expertise and skills. All training programmes are evaluated and with both participants and commissioners to ensure achievement of expectations and requirements.

As part of the programme all participants receive a training pack including relevant resources, copies of slides and materials to support professional development. In addition a certificate of attendance is awarded. Many of the training programmes have been mapped against national competency frameworks and evidence can be supplied to evidence engagement.

How much do training programmes cost?

As indicated earlier all programmes are customised to meet the needs of the individual participants and are costed according to the level of adaption required. Generally most training programmes are costed on an agreed daily rate, plus reasonable travel and subsistence.

4 Accredited Higher Education Programmes

In support of the developing professional and academic practice within the career guidance field iCeGS offers a number of accredited programmes. These have been developed to meet the needs of practitioners and enhance the research and evidence base for career guidance work. (All current fee information can be accessed from the web links below)

Masters Programme in Guidance Studies (online learning)

The Masters in Guidance Studies (MA Education: Guidance Studies) provides opportunities for practitioners, managers, researchers and policy-makers to explore key issues relating to guidance theory and practice, with particular emphasis on action research. The overall aim of the programme is to support professionals to develop their practice by encouraging reflection on traditional and contemporary career perspectives. Three levels of award are available; Postgraduate Certificate in Education: Guidance Studies, Postgraduate Diploma in Education: Guidance Studies and the MA Education: Guidance Studies. Further information about the programme can be found at [Guidance Studies](#)

Postgraduate Certificate in Telephone Guidance

This unique programme has been developed to meet the continuing professional development needs of practitioners providing guidance and advice through non face-to-face interventions. It offers practitioners the opportunity to examine and explore the telephone guidance as a specialist practice within the field. The programme consists of two modules; Approaches to Guidance at a Distance (Theory) and Approaches to Guidance at a Distance (Practice). Further information about the programme can be found at [Telephone Guidance](#)

5 Work-based Learning (bespoke) accredited programmes

A unique service iCeGS is able to offer is the development and accredited of work-based learning awards for organisations. This allows the creation of bite sized as well as full awards which enable organisations to support individuals within their workforce to update their skills and knowledge as their roles evolve and grow. The benefit of this approach is that academic awards can be developed much more quickly than traditional university based qualifications and they can be constructed to meet the specific demands of organisations. This allows both a flexible and cost effective approach to customised professional development. Below are examples of programmes iCeGS delivers or has previously delivered on behalf of organisations.

The Certificate in Careers Education, Information, Advice and Guidance and the Advanced Diploma in Careers Education, Information, Advice and Guidance (CEIAG)

These programmes have been developed in partnership with the East Midlands Consortium and are now available nationally. They have been developed in response to the increasing need for improved CEIAG to support young people with the decisions they make through and beyond the 11-19 phase of their learning. The programmes focus on leading, managing, coordinating and contributing to programmes of careers education, information, advice and guidance, enabling learners to obtain accreditation for work based activities. Further Information can be found at [CEIAG](#)

Developing your Career Guidance Skills (in partnership with CXL)

This programme has been developed as an undergraduate certificate of achievement, a 30 credit award at level 5. The programme will contribute to the organisations' CPD strategy and is developed to complement the e-portfolio.

Previous Programmes

Managing Careers Education and Guidance (in partnership with Careers South West Ltd)

This accredited continuing professional development programme is aimed at Careers Education and Guidance Practitioners at varying levels including careers co-ordinators and paraprofessionals with a secondary role in providing CEG. The programme contains two modules; 'Managing Careers Education and Guidance', and 'The Work-based Project'. The programme is a 30 credit module and is delivered at postgraduate level (level 7).

Leading the Integrated IAG Service (on behalf of the National LSC)

This programme leadership programme was developed to accredit the learning developed through completion of a leadership programme made available to IAG contract managers and relevant staff. It consisted of two 15 credit modules and was delivered at postgraduate level 7, successful candidates were awarded a University Postgraduate University Certificate of Achievement.

Telephone Guidance (on behalf of Ufi/Learndirect)

The programme was developed to provide practitioners working on the National Telephone Advice line to achieve a dedicated postgraduate certificate. This has since been integrated into the Masters programme to provide participants with progression opportunities.

Costs for programmes

To develop bespoke accredited programmes the Centre works in partnership with [University of Derby Corporate](#) who provide the infrastructure to ensure that programmes can be developed more rapidly within the University's stringent quality assurance processes. Programme can be developed to be delivered on a face to face basis or online learning.

Costs for programmes are based on development costs and student enrolments. These will be negotiated on an individual basis related to the needs of the commissioner. Students' fees will usually be based on a sliding scale related to the number of enrolments.

6 Finding out more about iCeGS Continuing Professional Development Activities

Information about all our work and activities can be found on the [iCeGS website](#) this is updated regularly. In addition we distribute a monthly briefing detailing current events and activities to access this please email us (contact details below)

Organisations wanting to discuss their professional development needs please contact Siobhan Neary, Deputy Head of iCeGS (CPD) on the contact details below.

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