

Springboard Sunderland Trust

Service Standards for Career Development Guidance

Springboard Sunderland Trust provides quality training, learning and work opportunities for 14-19 year old learners, 19+ adult learners and Apprentices.

We have set out below our approach to the services we provide and how we will meet our learner needs through the use of people, systems and technologies

Our Goal:

To provide each person with the information advice and guidance they need to make informed choices about their career development options.

How we will reach our goal:

We will provide a range of services, resources and people all identified as key to this process.

Success Criteria

Our success will be measured by regular monitoring and measurement of the career development offer to learners, how it is advertised, taken up by learners, the impact on learner career development and how it influences learner choice.

The Standards

What we will do	How often	Responsible person
Respond to enquiries about our services and programmes in a timely manner	Within 2 working days	All staff I.T Manager Web Manager
Provide information relating to enquires to customers or potential customers	Within 7 working days of first contact	Managers Tutors and Project staff Administrators Recruitment/progressions officers
Set up interviews or visits for potential customers/ referrals from external organisations e.g. Connexions, Youth Contract, Jobcentre Plus, the Work Programme etc.	Within 14 working days of first contact	Recruitment Officer Site staff involved in the induction of learners
Provide a start date for new recruits	Within 7 days of interview	Recruitment Officer Individual tutors Project workers
Provide information and induction to the programme, once started	On first day and up to first week of programme	Induction/recruitment officers Tutors Project workers
Offer access to specialist Advice and Guidance workers qualified Level 3/ Level 4 at each review	Offer at least once per month during learner review	Tutors involved in regular review of learning
Provide vocational work experience tasters to existing or potential customers who require or request it	Organised within 28 days of request	Tutors Recruitment and induction staff Employer Liaison Officer Placement officers

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SOUTH TYNESIDE