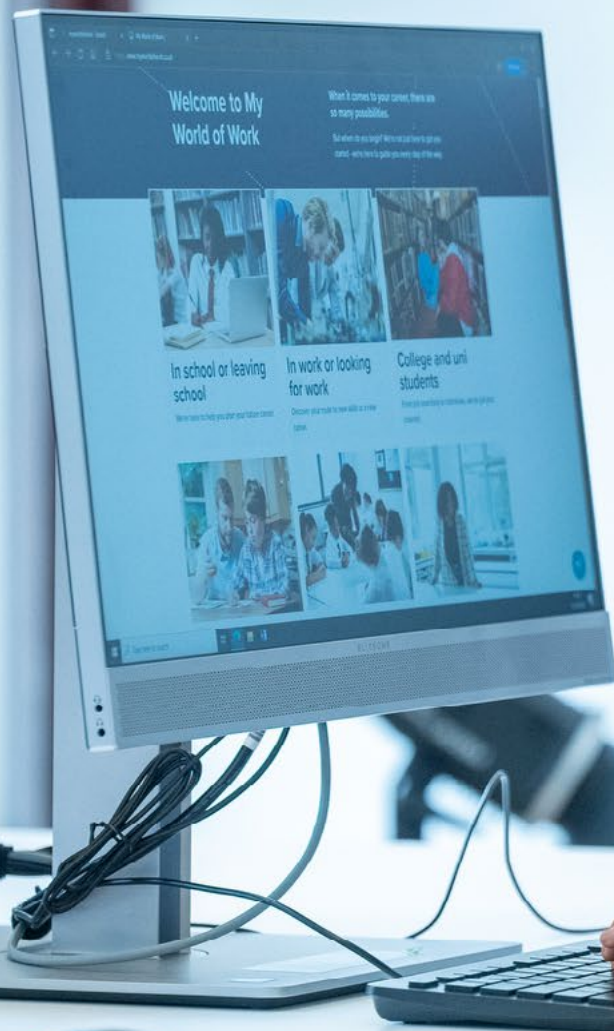




Skills
Development
Scotland



**Delivering Scotland's Careers Service
2021/22**

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Introduction

The speed of social and economic change and uncertainty of the past few years has demonstrated the urgent importance of all-age, person-centred career education, information, advice and guidance. Delivery of our career services and partnership work did not stop during the COVID-19 pandemic. Rather, our career information, advice and guidance (CIAG) professionals responded at pace and quickly diversified services to all customers to ensure equality of access across every community in Scotland.

Skills Development Scotland (SDS) has always been committed to continuously improving our career services, but the need for urgent and immediate responses during the pandemic undoubtedly accelerated the pace of change. Having emerged out of a period of lockdowns and restrictions, we can now offer a combination of face-to-face, telephone and online support to help customers develop their career management skills in a way that suits them.

SDS is resolute in our aim to improve equality of opportunity and outcomes for people in Scotland who face disadvantage because of their protected characteristic or lived experience. Our commitment to equality, diversity and inclusion runs across all we do in the career service and details are available in our [Equality and Diversity Mainstreaming Report](#) and [Corporate Parenting Plan](#).

Looking ahead

Our new Strategic Plan 2022-27, [Skills for a Changing World](#), is aligned to the first five years of Scottish Government's National Strategy for Economic Transformation (NSET). SDS is committed to ensuring people have the skills they need to create rewarding careers and meet the demands of an ever-changing economy and society. Harnessing the advantages of digital technology, we are reimagining our approach to CIAG delivery to ensure we meet the changing needs and preferences of our customers.

Current reform of Scotland's education system also presents an opportunity to work with partners to enhance and prioritise career education in schools. Integrating academic and experiential work-based learning into the curriculum will help people develop the skills and talents required to thrive in the labour market.

The constantly changing external environment requires our services to keep evolving. The [recommendations from the Career Review Programme Board](#) (see p2) were accepted by Scottish Government, and they are now being implemented.

As Scotland faces increasing economic uncertainty with the ongoing impact of Brexit and COVID-19, a predicted recession, and the cost of living crisis, SDS has a key role in supporting people through these difficult times. Whether they are adults looking to change career, or young people transitioning through education, our person-centred services will help all our customers to respond and adapt to change and enable them to make informed decisions about their work and learning.

Our last 'Delivering Scotland's Careers Service' report, published in May 2021, focused on our delivery in 2019-20. This report demonstrates the effectiveness of our delivery over a turbulent time and the recovery and progress we have made.



Sharon McIntyre,
Head of CIAG Operations
Skills Development Scotland

Career Review

As part of its Young Person's Guarantee, the Scottish Government commissioned an independent review of Scotland's career services.

This comprehensive review of career services is designed to ensure that career education, information, advice and guidance is accessible, personalised and joined up.

It recognises that Scotland has world class career services, but that the world of work is changing at a rapid pace. Career services, provided by a wide range of organisations and institutions including schools, colleges, universities, local authorities, SDS, Developing the Young Workforce and third sector organisations, need to be future proofed to meet the demands of a changing world of work.

In February 2022, the Career Review Programme Board published [Careers by Design](#), containing ten recommendations for the development of Scotland's career services which were accepted by the Scottish Government.

These recommendations represent an ambitious redesign of the career system in Scotland.

The Career Review recommendations were informed by a strong evidence base and co-designed with young people, parents, teachers, career practitioners and other stakeholders.

The Career Review recommendations highlighted the critical importance of ensuring that career services are 'structurally unavoidable', with an emphasis on greater cohesion across public services and significant enhancement of career education within the curriculum at school, college and university.

The review outlined a number of 'next steps' which, at the time of publication, are being progressed.

Combining insight from customers and partners across the ecosystem, an overarching Target Operating Model has been developed that sets out a refreshed vision, operating principles and expected user outcomes for career services.

Work has also been undertaken to define the remit, functions and composition of a Career Services Collaborative, which ensures implementation of the review recommendations and the coherence of career services across Scotland.

The Career Review Programme team is now progressing the co-design and implementation of these recommendations across the ecosystem to deliver the career services of the future, to ensure individuals can access high quality career intelligence, experiential career education, and person-centred advice and guidance at any stage of their lives.



James Russell,
Senior Responsible Officer, Career Review
Director of CIAG Operations
Skills Development Scotland

COVID-19 Response



CIAG delivery in schools was significantly impacted by COVID-19 and the lockdowns which were experienced at varying levels throughout the academic sessions 2020/21 and 2021/22.

The first lockdown resulted in the closure of all schools in March 2020 and this had a small impact at the end of the 2019/20 academic year.

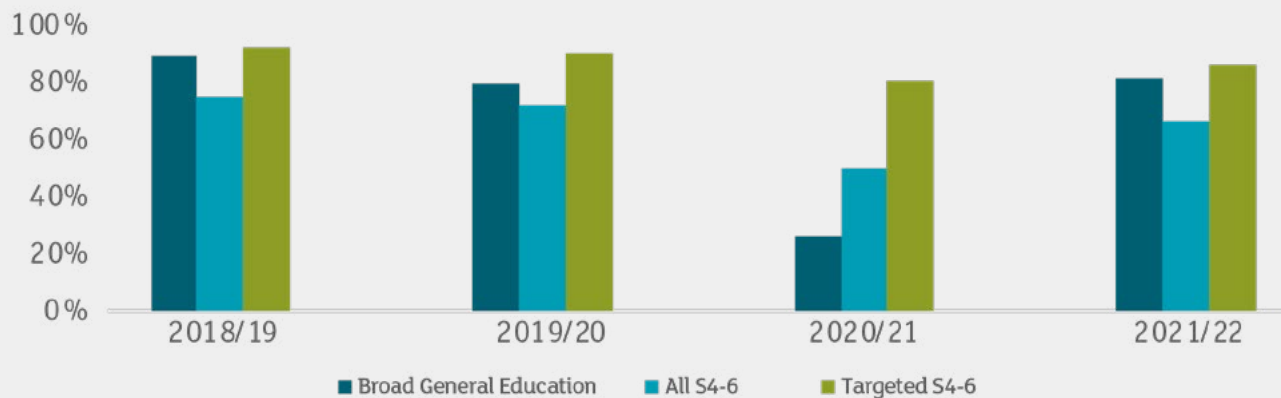
We received significant support from schools to enable CIAG staff to return and deliver CIAG services face-to-face.

The trends below show the level of recovery during the last academic session with the ongoing easing of restrictions.

During the pandemic we continued to support all post school customers remotely, with colleagues engaging by phone and video. During this time there was effective partnership working with local employability partners, especially local authorities, training providers and colleges.

As government guidance changed, we reintroduced one-to-one support by appointment to meet customer need and on 17 May 2021 our public access centres reopened and we began to resume delivery in the community in partner premises.

CIAG Service Delivery & Recovery post COVID-19



Our 2021/22 Delivery



Broad General Education



We delivered face-to-face services to
145,661 **P7**
S3
pupils across Scotland in 2021/22

(85.3% of all S1–S3 in maintained schools, an increase of 100,811 and 58.7 percentage points (pp) on 2020/21)

87%

(+73.5pp on 2020/21)

of students transitioning from **P7 to S1** received a group session

84%

(+50.5pp on 2020/21)

of students in **S2** received individual and/or group support

84%

(+51.8pp on 2021/21)

of students in **S3** received individual and/or group support

79%

(+46.2pp on 2021/21)

of students making option choices in **S2/S3** had one-to-one support

80%

(+21.4pp on 2020/21)

of **S3** pupils with greatest need received extra one-to-one support

Mean score for satisfaction was

8.7/10

from pupils who had an option choices interview

(8.8 for 2020/21)

Senior Phase



A mean score of
8.8/10

from Head Teachers for satisfaction with services provided in their school

We delivered **CIAG** services to
86,266 **S4–S6**
pupils across Scotland in 2021/22

(69% of all S4–S6 in maintained schools, compared to 52% in 2020/21)

44,668

(43,947 in 2020/21)

S4–S6 pupils were identified for targeted support



90%

(+6.1pp on 2020/21)

of targeted **S4–S6** pupils received one-to-one coaching guidance

84%

(+0.3pp on 2020/21)

of targeted **S4–S6** pupils improved their career management skills (CMS)

9.2/10

(9.0 in 2020/21)

Mean score for satisfaction was from targeted pupils in **S4 - S6**

School Leaver Outcomes:

95.5%

of school leavers in 2020/21 were in an initial positive destination approximately three months after leaving school

(up from 93.3% in 2019/20 and 95% in 2018/19)

Results Helpline



In 2021, although students did not have to sit formal exams, Skills Development Scotland continued to offer results support.

This service was delivered by our expert advisers working remotely across Scotland. Over the summer period, careers advisers in local teams and the SDS CIAG Helpline provided help to young people (and their parents and carers) who had received SQA provisional results from their school.

Our Results Helpline then opened on 10 August when the formal SQA results were issued. The advisers provided information and advice on course vacancies at UK colleges and universities, Confirmation and Clearing, Foundation, Modern and Graduate Apprenticeships, jobs, volunteering, training or staying on at school.

Next Steps



Next Steps customers are young people aged 16-18.5 years (or 16-25 years with care experience) who are unemployed and seeking work.

7,724

Next Steps

customers were supported by 25,654 one-to-one individual or group sessions delivered by SDS professionals in 2021/22

(8,643/34,217 in 2020/21)

74%

Next Steps customers supported by SDS progressed to learning, training or work (+10.8pp in 2020/21)

63%

of Next Steps customers supported by SDS progressed to learning, training or work and sustained it for at least six months (-1.0pp on 2020/21)

66%

of Next Steps customers who were assessed improved their Career Management Skills (-2.0pp on 2020/21)

A mean score of **9.4/10**

for overall customer satisfaction with the Next Steps service (9.3 in 2020/21)

A mean score of **9.0/10**

for likelihood of Next Steps customers to recommend us to a friend (9.1 in 2020/21)

Universal Services



32,811

people accessed our universal career services (+1,664 on 2020/21)



20,380

of those received one-to-one coaching guidance from our professionals (+1,661 on 2020/21)



3,961

customer were supported by CIAG Helpline (+2,750 on 2020/21)



6,134

Calls handled by the CIAG Helpline



A mean score of **9.6/10** for customer satisfaction with the CIAG Helpline

(no change on 2020/21)



A mean score of **9.5/10** for likelihood of customers to recommend the service to others

(9.6 in 2020/21)

SDS provides targeted and universal person-centred Career Information Advice and Guidance to individuals of all ages through our network of professional staff working from career centres and a range of community locations across Scotland.

For those moving on from school who may need some additional support to find the right career opportunity for them, our Next Steps service is available. This involves young people aged 16–18.5 (or 16–25 with care experience) having regular contact with the SDS team at their local centre until they reach their goal of further or higher education, training or a job.

Following developments as part our response to the pandemic we formally established a CIAG Helpline with a dedicated team of advisers in January 2021.



Read our case studies to find out more about our work with customers





Partnership Action for Continuing Employment (PACE)

9,902

people received
PACE information

(-24,320 on 2020/21)

1,321

people received one-to-one
support from SDS colleagues

(-2,075 on 2020/21)



173 employers
received PACE support

(-350 on 2020/21)

282 of 373 (76%)



redundant apprentices
supported in 2021/22 progressed
to alternative learning and/or
employment destinations

A further 34 (9%) were continuing
to engage with SDS

86%

Level of customer satisfaction
with PACE Services

(86% in 2020)

Partnership Action for Continuing Employment (PACE) is the Scottish Government's strategic partnership framework for responding to redundancy situations. It ensures that local public sector agencies respond to potential and proposed redundancies as quickly and effectively as possible.

In response to the pandemic, the PACE partnership worked quickly to redesign their approach to service delivery, including the development and delivery of a national

helpline and online webinar programme, to ensure employers and their employees could continue to access this vital support.

However, the range of Scottish and UK Government interventions implemented to support and protect businesses and individuals, including the furlough scheme, had a positive effect on minimising the number of businesses and individuals that required this support during 2020/21.

Education Team

Skills Development Scotland's Education Team supports teachers, other practitioners, parents and a wide range of partners across Scotland to play their complementary roles in delivering young people's entitlement to a meaningful career education. One that equips them with the skills, confidence and knowledge needed to make smart choices and take control of their future learning and careers.

In 2021/22 we delivered

 **158** workshops involving

 **4,032** people

8.3/10

Level of satisfaction reported by Head Teachers with professional learning delivered by SDS Education Team

8.4/10

Relevance of professional learning rated by Head Teachers



Read our case studies to find out more about the work of the SDS Education Team in schools



Parents and Carers

SDS supports parents and carers by:

- enabling them to attend appointments with their young person
- attending parents events in schools
- attending community events
- hosting themed webinars (2,686 attendees in 2021/22)
- providing our digital offers of My World of Work and Apprenticeships.scot.

The level of satisfaction from parents and carers with SDS services was:

7.8/10

Careers appointments

7.1/10

My World of Work

8.0/10

Apprenticeships.scot

7.7/10

Parent and carer webinars



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SDS is the national skills body and we deliver Scotland's careers service in schools, in centres, through our Helpline and online.

You can find more information on our CIAG services at sds.co.uk