

Your opinion is important to us

You can tell us how to get things right by:

- using the feedback forms on our website
- completing the customer feedback questionnaire on the Connexions service overall
- telling us about the experience you have had using our service
- taking part in our focus groups and young people's advisory Connex groups
- filling out our comments, suggestions and complaints form.



Why we keep information about you

You can talk to us about anything, and usually we won't tell anybody what you've said without first getting your permission. But there are some things that we can't keep to ourselves. This would be if we felt that you or somebody else was at significant risk of harm. If we were going to tell somebody else we would always inform you first when possible, and do our best to support you.

We store the information you give us on our Connexions computer database so that we can make sure you get the best help possible. We will agree with you what information will be recorded and who you would be happy for us to share it with. Under the Data Protection Act 1998 you have a right to see the information that we hold and you can request to have a copy of that information. To find out what information we keep about you on computer and why, talk to your Personal Adviser (PA).

How to contact your PA

To get in touch with your PA or to find your nearest Connexions centre go online to connexions-cd.org.uk or give us a call on 0800 9755111. Calls from a landline are free and you'll be connected to your nearest centre. Calls from a mobile may be subject to a network charge - you'll be connected to our head office, but we can redirect you to your nearest centre.

And the national Connexions Direct helpline gives you the chance to talk to a trained PA even when your local centre is closed. Call 080 800 13219 or visit www.connexions-direct.com

If you are aged 13-19 you can join your local Connex group to have your say about the Connexions service. To get involved contact Connexions on 0800 9755111.

This Connexions service is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.

This Connexions service is committed to improving its products and services. If you have any comments or complaints please contact the Head of Quality, Contracts and Adult Services at Careers South West Ltd, Tamar Business Park, Pennygillam Industrial Estate, Launceston, PL15 7ED.

This publication can be made available in large print, Braille, tape or in languages other than English. Please contact Careers South West Ltd on 01566 777672.



This Connexions service is managed by Careers South West Ltd. Our purpose is to engage all of our customers in learning and work.

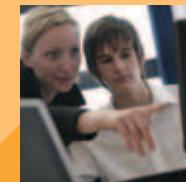
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Welcome to Connexions

We support all 13-19 year olds by giving honest and personalised information, guidance and practical help now and for the future.

We can also help young people up to the age of 25 who have special needs.



Our work with young people and our Young People's Charter

Connexions:

- will ensure that all information provided for young people (including written, spoken etc) will be in a way that young people can understand
- is committed to help young people whatever their situation
- has a **Young People's Charter** (below). Thanks to all the young people who wrote it!

Your rights are to:

expect a standard quality of service in Connexions

access the Connexions service where it fits into your lifestyle

expect that confidentiality will be explained and respected, see any information we have about you and to choose who else sees it

make confidential comments, suggestions and complaints, and for these to be taken seriously and for action to be taken

be involved with decisions about the Connexions service and in the choosing of PAs

be supported when making decisions that affect you and to have your opinion and for it to be taken seriously

information that will support you in making your choices and decisions

decide if you need a PA and to talk openly to your PA about any issues that are affecting you

Your responsibilities are to:

say if the standard of service is not good enough or if you don't think you are being listened to

choose someone who will be helpful to go with you, if you wish to have someone with you when visiting Connexions

agree with your Personal Adviser (PA) who else you can trust and who will be told the information about you

let us know your views about the help we give you and tell us how we can improve and make Connexions a better service

ask your PA how you can get involved in Connexions and find out about the decisions being made

tell us if you are not happy with your PA. You can ask to see someone else

make good use of the information that is offered or given to you and take the necessary steps to move on at the right time

let us know when you need support and try and find out when it's convenient to meet your PA. Tell us about things we need to know about you so we can help you. Try and be honest with your PA

How we can help you

We have over 190 fully qualified, professional PAs working out of approximately 250 locations across Cornwall and Devon. So wherever you are, if you need to speak to a PA, we are nearby!

Your PA can:

- give you up-to-date information about careers, jobs, education courses, volunteering and training opportunities
- check out that you understand all your options and support you to plan your own future
- give you confidential support and practical help about any issue that is facing you
- give you information about schemes that may provide financial support if you are in learning
- help you talk to other people who can help you.

When we can help you

From Year 9, there are important decisions to be made about your future – from making subject choices to decisions about what to do on leaving school or college. Whether or not you have clear ideas yet, we can help you every step of the way. Some of the key decisions you may need to consider are:

- option choices in Year 9
- what to do at the end of year 11 - a full-time course at school or college, an apprenticeship or other work, or starting one of the many activities in preparation for work, such as e2e
- deciding whether the Diploma is for you. These will become available in an increasing number of schools and colleges in your area
- deciding whether university or other higher education is for you, and if so what and where to study.