

Thursday 11 April 2024

9.00 am to 12.00 pm.

Action Notes

Present: John Walker, Cordelia Wise, Mark Yates, Sue Edwards, Luisa Moreno, Claire Johnson, Hannah Courtney-Bennett, Bella Doswell, Liz Reece, Jacqui Phipps, Georgie Blackburn

In attendance: CDI Executive Assistant (Action Notes)

1. Apologies:

Apologies received from Beth Urquhart.

Introductions

John welcomed everybody to the meeting.

2. Declaration of Interest – None

None.

3. Action Notes 12th January 2024 (Matters arising and true record)

Page 5: Items on the revised Code of Ethics appeared in News by Email and on the CDI Facebook page.

Page 8: John to approach Pete Robertson to discuss recognising the important of reflective practice and supervision to ensure feedback to the Board – action complete.

Page 8: John and Claire to work on an enhanced Terms of Reference and bring it back to the next EPSC meeting – action ongoing as John will attend the CDI Council meeting with regards to liaising with other reps.

Page 9: Both UKCDA Judging Panel arrangements and changes to documentation and CDI Fellowships Panel on the agenda – action complete.

Page 10: Discounted tickets for the UKCDA dinner for judging panel members. John to discuss at the Board meeting on 25 April and confirm decision to EPSC.

ACTION: John to follow up at next Board meeting and advise accordingly.

Page 10: Use of post nominals. John and Claire have discussed this and think that it would be useful if EPSC members discussed terminology and distinctions between Registered Career Development Professionals; Career Development Professionals; Career Development Practitioners and use of post nominals. There could then be a consistent approach adopted by the CDI and encouraged across the sector.

ACTION: Post nominals to be an agenda item for the meeting on 12 September and John to produce a paper looking at wording and will also look at the wording used in the book Michelle Stewart has edited.

4. Updating the CDI Code of Ethics

John thanked those involved in the subgroups and the conversations had via email regarding the precise wording to ensure the updated document can be taken to the board on 25 April in Birmingham (face to face meeting).

5. Feedback on sessions with young people about the Code of Ethics

Luisa gave a brief overview of the work previously undertaken by Mark Fox. Luisa offered to work with Mark, and they collectively reworded the draft together and pulled together a project to move forward. Luisa confirmed Beth was also involved with the group and they worked together to coordinate the language etc. which took a few months to gather all the relevant information.

Luisa confirmed approximately thirty young people have been involved. Luisa has been the conduit between Mark and Beth and produced the report which has been shared with EPSC. In terms of interaction with young people, Luisa said there was a positive reception to discussion on a Code of Ethics for young people with interesting comments made in terms of perception and who careers advisers are and what they're professionally called. Luisa added there was also discussion about how young people would like the Code of Ethics presented such as visuals with a simple approach which could be on walls, doors etc as a reference point. Luisa concluded by saying it has been a significant piece of work which now has recommendations. There seems to be a place for it and there's a receptiveness to it.

Luisa wished to note the work was undertaken before the Code of Ethics master document was amended.

Liz R gave thanks for the work undertaken and referred to the Artificial Intelligence information which made it much easier to read and digest.

Jacqui enquired what will happen now. Luisa said as the paper has been reviewed at EPSC direction is needed on how to move forward. Luisa reiterated the need to pause for now until the master Code of Ethics goes to the Board.

Luisa said the working group have reached a stage where there's a collective agreement to move forward. Jacqui said she would be happy to be involved as well as Liz R , Sue, and Cordelia. John confirmed EPSC can come back to the document with the approved new master Code of Ethics and tweak things accordingly. John thanked Luisa and colleagues for their work so far and said there is clearly a need and desire to enable students and young people to engage in how career professionals operate.

6. Future promotion of the Code of Ethics

John referred to a previous discussion at EPSC and the desire for people to know and understand the processes done so far for the Code of Ethics along with the purpose of the Code of Ethics. At the last EPSC meeting there was agreement to explore conversation with members around the Code of Ethics and John said he has since had a lengthy discussion with Olly Jenkins at Career Matters and secured two edition slots, one in June and the other in October. John enquired whether any EPSC members would like to write an article for the edition in October with a deadline of Friday 6 September. For the June addition, the deadline is Friday 3 May and is quite a tight deadline.

With regards to October, Luisa can help. Jacqui enquired regarding wordcount and John confirmed this will be checked with Olly.

ACTION: John to check wordcounts for articles in Career Matters editions for June and October.

John and Claire will work on the June article and Sue agreed to work with Luisa and Jacqui on the October edition.

John referred to a conversation John and Claire have had with Tristram Hooley concerning a possible article for the NICEC Journal about revising the Code of Ethics. Claire confirmed the angle of the article will be along the lines of the trials and tribulations of producing a Code of Ethics and revising the documentation along with the different information people take away from it. Claire said the article could draw on the fact the documentation needs to be accessible to the end user. Claire mentioned the article goes to NICEC Editorial Board and there's usually a lengthy time scale. It must be written in an academic tone but does not have to have lots of academic references. This will be a useful means of promoting the revised Code of Ethics.

Claire referred to a recent catch-up meeting with CDI CEO, David Morgan on 10 April and a discussion regarding the Careers Leaders Conference which is in June. David asked whether any EPSC members would like to run a workshop on the Code of Ethics given we're transitioning codes now. Claire said it will focus more on the use of the Code of Ethics in enhancing quality practice. Should any EPSC members be interested they need to let David Morgan know by Monday 15 April.

ACTION: Any EPSC interested in running a workshop on the Code of Ethics at the forthcoming Careers Leaders Conference to let David Morgan at the CDI know by Monday 15 April

7. Proposal to change the QCD Assessment Requirements

Claire said anything to do with qualifications accredited by the CDI has to come to EPSC for approval when any changes need to be made. It also provides a rationale for any changes due to being discussed at EPSC.

Universities offering the QCD are reporting that placement providers are finding it increasingly difficult to provide staff who can assess interviews and group work when students are on placement. Although placement providers do appreciate the value in terms of their own CPD for the member of staff in assessing these activities, the pressure on budgets for service delivery means that often staff cannot be released from their own case load to undertake any assessment. The assessment involves observing the activity and then providing a detailed written assessment and verbal feedback to the student.

For universities where staff are employed on part-time/casual contracts to undertake the assessments by watching video recordings or in person, the budgets are often being squeezed or in some instances are not available resulting in the likelihood of universities questioning if offering the QCD alongside the Post Graduate Diploma in Career Development (and similar titles) is viable.

If numbers of students applying to do the QCD increase, as is hoped, because of the additional promotion of this route to qualification then under the current approach, the assessment of practice workload will also increase. If neither placement providers or QCD centre teaching teams can manage the workload and university senior leadership teams do not have the budget to allocate to support the QCD assessment requirements, this leaves the QCD in a vulnerable position.

Claire referred to the proposed solution as it is important that the QCD which is awarded and externally moderated by the CDI can still be delivered when students undertake the Post Graduate Diploma as this provides a standardised way of assuring future employers that these graduates are competent in interviewing and delivering group work sessions.

The proposal is that the assessment requirements are changed to:

Formally Assessed One-to-One Career Guidance Practice (N.B. this is a change to the previous wording -Interviews)

Three one-to-one career guidance sessions which are assessed as competent by an occupationally competent practitioner either university based or on placement.

Additional Evidence of One-to-One Career Guidance Practice

An additional three one-to-one career guidance sessions undertaken on placement which are either audio or video recorded by the student with the consent of the client. The student will then provide a written self-assessment on each of the three interviews using a reflective model and ensuring that action for future practice is identified. Recordings of each of these sessions to be included in the QCD Professional Report/Portfolio.

Formally Assessed Group Work Practice

Two group work sessions which are assessed as competent by an occupationally competent practitioner either university based or on placement.

These groupwork sessions can be an interactive presentation, a facilitated workshop style session or a group-based career guidance session with either peers or a group session with clients- they can be online, in person, and in the case of presentations designed as an asynchronous activity.

No more than one session to be a 'presentation' format.

Additional Evidence of Group Work Practice

Two group work sessions on placement one of which must be with clients. Ideally these should be recorded but if this is not possible a witness statement must be obtained from a member of staff at the placement which states the date, duration and client group for the sessions.

Expectations of QCD Centres and CDI QCD Moderators

Claire said, as part of the process, university staff will check that all QCD requirements have been met and included in the QCD Professional Report/Portfolio before these are shared with the CDI for moderation purposes. The CDI Moderators will pay close attention to the meeting of these revised requirements and will include feedback on this in the Moderator Reports. Moderators will not be assessing the additional practice evidence for either one-to one career guidance sessions or group work sessions for competence.

Next steps are depending on the way in which universities have validated their post graduate diploma programmes the above changes may need to be subject to a revalidation process. This may then affect the date on which these changes can be implemented.

The proposal is that these changes would come into effect, ideally from September 2024. However, universities may agree with the CDI to implement them at a later date and in the meantime continue with the current QCD requirements.

If a university prefers to remain with the current requirements indefinitely this can be discussed with the CDI.

Claire said the above has been agreed as a proposal by the CDI CEO, CDI Head of Professional Development and Professional Training Manager and QCD Moderators as a potential way forward and asked for views from EPSC.

Luisa raised a few concerns due to a perspective of delivering the course and from an employer point of view. Luisa added practice is where graduates often lack the most experience. Luisa said there's a definite feeling from students that they do not have enough access to practice elements and tangible experience. Luisa also noted how difficult it can be to secure placements in schools etc.

Cordelia enquired whether it is a case of having the same amount of practice in total with less assessment involved. Claire confirmed this is the case.

Via the Zoom chat, Luisa enquired why part two was dismantled. Claire confirmed employers didn't want it because of the amount of staff time it involved to supervise part two and it was therefore dismantled at the same time as the careers service were privatised. Luisa said it would be useful to see if there's an appetite to reintroduce part two or a more supported approach such as an internship.

Via Zoom chat Liz R said Part two approach may rely on being employed or on organisation who is willing to support the internship idea. Liz R added that there needs to be consideration for the proportion of those who go into self-employment or voluntary work after their training vs employment.

Georgie said, from an observation point of view, what are the thoughts on the changes likely to lead to a drop in standards in view of the proposal to record assessments. Georgie questioned whether it is easier for assessment centres to do via remote leads rather than via assessment centres. Claire said the three assessed interviews can be in person or an assessment of the recording and that is current practice in level 6 centres.

Claire clarified the proposed requirements for three assessed interviews means students also undertake a further three interviews that are recorded by the student with permission of the client. The student then reflects on the interview and writes a detailed assessment of it and this helps as a reflective assessment by the student. Claire added, undertaking reflection on interview practice might stand students in good stead when they move on into employment as this will help identify areas for development.

Via Zoom chat Luisa asked whether three interviews have to be with actual clients or can they be with anybody such a peer/a friend. Claire confirmed they have to be with actual clients.

Hannah mentioned how important supervision has been in the past and how it is still an integral part of the process.

Bella said it's wise to instil in new people areas they need to concentrate on for improvement as not everybody will be coming in the same way, some are trained on the job for example. Bella added it is about instilling the confidence in trainees and thinking about ongoing supervision and recognising where the blind spots are.

Sue echoed Hannah and Bella's points as different employers offer different levels of support. Sue also mentioned ongoing supervision particularly in settings where there is no real support. Sue referred to reduced requirements during Covid times and how everybody adapted to this.

Claire thanked everybody for the valuable comments and input. Claire said, given the fact there are three interviews that are assessed and three which are recorded and reflected upon, are EPSC in agreement that this will not cause any major issues and can be implemented. Once approval has been given by EPSC Claire explained how she can go ahead and propose this to the QCD leaders. Claire noted that what is imperative is the need to give more guidance and support to employers regarding new member of staff. Claire suggested adding a caveat with regards to employers offering support which could be a role for the CDI in terms of helping employers working on supporting new staff members etc.

Luisa said she would be more comfortable if it was in tandem with CDI recommendations.

ACTION: EPSC gave approval to support the proposal with the added caveats.

8. Discussion on seeking views from constituents via Regional Reps/CDI Council

John referred to a previous paper regarding seeking views from constituents via Regional Reps/CDI Council. John said the conversation surrounding the original paper raised the question on how the views of Regional Reps should be captured in terms of the work and challenges at ground level along with how the information is circulated to EPSC. John confirmed he has secured a slot at the CDI Council meeting, scheduled for Wednesday 22 May at 6.00pm. John asked EPSC members to consider joining the meeting and share information with the Regional Reps about how EPSC can bring robustness to the understanding of what's happening on the ground.

ACTION: Bella agreed to join the Regional Reps meeting on Wednesday 22 May.

BREAK

9. Discussion on Proposal on Qualifying to Work in the Sector

Claire referred to the last EPSC meeting where Pete Robertson, CDI President, attended for the first agenda item. Claire said one of Pete's pledges is in relation to how people qualify to work in the sector. This ties in with strengthening standards work being undertaken by Claire. Claire has since met with David Morgan and Pete Robertson on several occasions and has produced a paper which will go to the next Board meeting for discussion.

Claire said the work is to understand and address any strategic issues related to how people become qualified to work in the profession, such as those:

- the sector faces in having sufficient trained and competent professionals to deliver career development including ongoing professional development post qualification;
- individuals face who are wishing to become qualified in career development;
- employers face in recruiting professionally qualified staff and enabling professional working;
- qualification providers face in providing the relevant qualifications.

This needs to be a robust investigation of the issues as professional qualification lies at the heart of recognising career development as a profession. Any action taken on the basis of this work will need

to take account of the implications for all parts of the sector across the UK, so needs to be in collaboration with other relevant organisations. Any evidence generated as a result of the consultations will be useful in persuading relevant organisations, including the CDI, of the need for any changes.

Claire referred to the timescale and confirmed the approach will occur over three phases from April 2024 to March 2025.

1. Testing this proposal with a small group of organisations to ensure the areas of focus and stakeholders are correct and to gather initial insights to inform the main research phase.
2. Formal research by a third party in two parts:
 - a. In-depth interviews with a wider set of stakeholders to gather insight into the issues and opportunities around the above four areas, and possible solutions.
 - b. Concurrently, a survey of career development practitioners on the same four areas to seek their views and suggestions for improvement.
3. An action plan developed by the CDI in collaboration with relevant organisations to address key areas of concern for implementation.

Claire confirmed this is a significant piece of work, and the proposal has been tested with a small number of people from key organisations, detailed below to see if the scope of the issues described above is correct, if the proposed list of stakeholders below is comprehensive and to flesh out points for the main phase of research. This also included testing it today (through EPSC) England and Scotland /Careers Education/Voluntary Sector/Private Practice/Professional Practice (QCD and L6).

The proposal was sent to representatives of Careers England, NICEC, AGCAS, Careers Wales, Careers Service in Northern Ireland, OCR, Warwick, Northumbria and Birkbeck for their feedback in time to present a final version to the CDI Board. The CDI Board will be asked to discuss the proposal at the April Board meeting to enable progress to the next phase.

John confirmed the work as confidential at this stage due to pending Board discussion. John asked for comments from the committee.

Jacqui referred to the stakeholder list and suggested End Point Assessment Organisations needs to be on the list.

Jacqui also referred to an email from Tracy Noble (who chaired the Trailblazer group for the Career Development Professional Apprenticeship). Tracy had received an email from the Institute for Apprenticeship and Technical Education's (IfATE) saying that they are proposing to retire the CDP apprenticeship for new starts from 2025. According to IfATE the rationale for this is down to low uptake and low labour market.

ACTION: Jacqui to forward the email from Tracey Noble to Claire

Cordelia referred to the voluntary sector and social enterprises and suggested St Mungo's is referenced. Mark referred to including housing associations too along with the Association of Head Teachers. Cordelia said should organisations who employ staff to support individuals with their career who aren't necessarily career qualified be included. Sue echoed this point too along with including National Careers Service.

Luisa enquired whether the formal research would go out to all organisations, even those represented on ESPC i.e. Scotland. Luisa said more could be considered rather than just the feedback/discussion at the meeting. Claire confirmed this will take place.

Claire said a specific paragraph regarding funding systems will be added to make sure this aspect is included.

ACTION: Claire to include a specific paragraph regarding funding systems

Sue said local council careers service provision is an important employer to consider. Jacqui agreed and said some local authorities do employ/train careers advisers and others do not. Jacqui said there are also a number of private services contracted by schools.

Liz R mentioned Quality in Careers Standard providers and Cordelia referred to providers like Ingeus etc who offer employability support.

Claire thanked the committee for such valuable feedback. Based on the feedback received so far along with information received from other organisations, Claire confirmed she will tweak the paper to confirm stage one has been undertaken and the paper will go to the Board meeting scheduled for Thursday 25 April. This will not be for sign off, rather to consult with the Board in terms of whether they think anything further needs to be added.

Claire confirmed the CDI will decide on a research organisation to approach (go out to tender etc) to undertake the research phase over the summer and a report will be produced by November. Based on the research and recommendations, the CDI can think about the methods to take forward. Claire said this may mean other discussions need to take place with additional organisations to enable action to be taken. It will also provide an opportunity to communicate what is needed across the sector to other organisations.

John thanked Claire for the work undertaken so far.

10. UKCDA Judging Panel arrangements and CDI Fellowship Panel

John confirmed the judging panel information has been circulated. John said the timeline is quite tight and scheduled for the end of April. All judges will have clear information in terms of the relevant judging panel and the nominated people highlighted to lead the panel and feedback to John by the end of April. Jacqui enquired who decides on the shortlisting and John confirmed the Board decide.

Hannah commented on the changes made to the application process following feedback given last year. Hannah said the changes have helped; however, further changes are needed to make it easier for applicants and assessors along with improvement in terms of clarity. Cordelia asked about repeat applications because she has noticed an application is very similar to one submitted last year. Claire confirmed there is no rule against this, however, when it comes to revising the process, it will be a good question to raise. At the moment, feedback is not provided to applicants and for those applicants who are trying for a second or third time it may be worthwhile for them to receive feedback.

Claire said Avril Hannon plans to mention this at the next Board meeting in terms of reviewing and streamlining the whole process to encourage a stronger quality of applicants.

Hannah suggested it being a bi-annual event.

Liz R asked what the objective of the awards is, is it to celebrate best practice or something unique. John said his view is to encourage applicants under the umbrella of innovation. Jacqui referred to the time constraints to enter an awards category and this could feature in the complication of entering. Luisa said likewise, the process proves too time consuming for a lot of Advisers as service delivery takes priority.

Luisa wished to reiterate that feedback is important for candidates not shortlisted or awarded, especially in the light of how time consuming the application process is.

With regards to Fellowship panels, John confirmed the panels will meet on the 17th April to review the applications. John said both Liz R and Claire are on the panel too. Liz R said she has not seen the nominations yet. JH to chase up.

ACTION: John to follow up on the nomination's information for the Fellowship panels

11. Supervision and Reflective Practice. Discussion with President and possible Guide on Reflective Practice

John referred to a meeting with Pete Robertson, regarding the challenges faced with supervision and reflective practice. John mentioned further guidance on reflective practice. John referred to the model used to develop CDI guidance on supervision which has enabled the debate to happen including the pros and cons. John said the meeting with Pete has shown something similar can be done around reflective practice and there may be an opportunity to develop understanding of the importance of reflective practice and the models that can be used for this. John suggested EPSC may wish to consider producing a reflective practice guide for the sector.

Luisa wholeheartedly backs having a reflective practice guide as there's already a framework available at Skills Development Scotland. Luisa said having guidance is important and added the pre consideration and post consideration of what an individual brings to reflective practice is equally important. Luisa suggested sharing some of the Skills Development Scotland reflective practice to aid ongoing discussions.

ACTION: Luisa to share Skills Development Scotland Reflective Practice with EPSC

Hannah referred to reflective practice being a meaty unit when she completed her qualifications. Hannah added on the one hand conversations have taken place about reducing content for level 6 and on the other hand there are conversations about bolstering it. Hannah said If a quality qualification is being delivered it may not be best practice to deliver some guidelines away from that.

Georgie said from a Private Practitioner point of view she would advocate for a practical toolkit. This is essential for advisers who go straight into schools and may not receive adequate support.

Sue said if there was a supervision programme in place in terms of what practitioners are expected to engage in then it would be a day-to-day activity and becomes part and parcel of the role. Sue said there's something around differentiating what is meant by reflective practice and supervision etc. John said this could form part of a Moodle process and continue to refresh people's ideas around reflective practice rather than a guide in a resource area and could be a good starting point.

Cordelia referred to organisations who are affiliate members of CDI who are looking after a team and thinking about overstretched organisations and how they deal with reflective practice. Cordelia said a reflective practice guide is a great start though.

Jacqui added it's all about having a practical way of doing this.

Via Zoom chat Luisa suggested having a reflective practice week to reposition and encourage the practice.

Sue said a tool kit is necessary and stressed the need for workshops and expectation setting (in terms of clear obligations).

Liz R said there are currently 25 hours of CPD which is monitored through the CDI members' area. Liz suggested reflective practice could be added to this.

ACTION: John to write a paper and circulate it to EPSC for comments to move things forward.

12. Update on Chartered Status

John confirmed there have been a series of meetings with the CDI Chartered Status Planning Group and the main task is to develop a stakeholder interest group. David Morgan, CDI Chief Executive and Nicki Moore, CDI Honorary Secretary have engaged with organisations regarding chartered status and both David and Nicki will attend a larger stakeholder meeting to work on things further.

Claire said she is part of the internal planning group which also consists of John Walker, John Ambrose, Nicki Moore and David Morgan. Claire added there's a need to have the whole sector on board to include a range of viewpoints. Claire said the steering group are meeting w/c 19th April to agree a Terms of Reference and to try and reach a common level of understanding because there are various concepts to consider. Following this, a gap analysis will be planned before a petition can ever be put forward, therefore there's a lot of planning to be done and an update will be provided to EPSC at each meeting.

13. CDI Professional Development Update

Claire referred to the meeting paper and added that a publishing deal has just been agreed with Trotman that includes the CDI supporting new books with marketing opportunities and helping Trotman to determine the books to be published. Claire now has monthly meetings with Trotman and will review the manuscript of each book prior to publication and will write a Foreword. This is a great opportunity for the CDI to be made visible to more people across the sector and demonstrates the commitment of CDI to professionalism.

ACTION: Should any members of EPSC have any ideas for topics for future books to let Claire know.

Claire referred to the CDI Mentoring Scheme which is up and running and has 21 mentors matched to 21 mentees. Claire said this is a small scale, but it is good to get things underway again.

Hannah asked about mentors and whether it's a popular thing. Claire said quite often people feel they are too busy to be a mentor and others will only do it if there's some form of payment.

Claire added mentees will receive four, free one hour long mentoring sessions with their mentor, to be completed by 31st October. The programme will then be evaluated. The CDI are looking to develop a Moodle version of the Mentor training so that a steady stream of new mentors can be provided.

14. Update on EPSC Elections

John confirmed one nomination for Careers Constituency has been received so far. John is currently waiting to hear latest information from Nicki Moore and will update EPSC on developments.

15. AOB

None raised.

16. Date of next meeting and close of meeting

The next EPSC meetings will take place on Thursday 12th September 9.30am – 12.30pm and Friday 8th November, 9.30am – 12.30pm.