

# Statement of Service



This service is available for all adults:

- Thinking about returning to learning
- Already on a course with MAES

## What is a Make it Happen Conversation?

A Make it Happen Conversation is your opportunity to prepare for your future with the support of a qualified Careers Advisor. Whether you have existing ideas about your future career that you would like to develop, or you would like a conversation about which type of role you might be suited to, our advisor will be able to give you the support, information and advice that you need to make the best choices.

## What can you expect from us:

- Free impartial guidance from qualified and experienced advisors who work to the National Quality Matrix Standards for Information Advice and Guidance
- Time to explore your ideas
- Respect at all times
- A confidential service ( except where there is clear evidence of risk to either your welfare or that of others)
- A skilled and knowledgeable advisor who will be able to provide current and relevant information.
- We use and store your data in line with GDPR General Data Protection Regulations, see our Data protection statement: <http://www.manchester.gov.uk/terms>
- Help to put together an action plan about your progression and how to achieve your goals
- Appointments in all centres (evenings by arrangement)
- Staff who will listen to your views and try to act on your feedback
- Information about Make it Happen opportunities in MAES

## What we expect from you:

- Please arrive on time for your appointment
- Please let us know if you can't make your appointment (so that it can be offered to someone else)
- Please complete the actions agreed in your action plan so that we can make the most of each appointment
- Please help us to improve our service by completing our feedback form (your advisor will give you access to this)

Compliments or suggestions can also be sent to: Janet Cinar, Careers and Progression Manager [j.cinar@manchester.gov.uk](mailto:j.cinar@manchester.gov.uk)

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