

## What is Connexions?

Connexions is the information, advice, guidance and personal support service for all 13 to 19 year olds. If your daughter or son has a learning difficulty or disability we can offer support until s/he is 25.

Every young person can use the Connexions Service to get the help and support that s/he needs, to make the right choices to succeed in life.

At Connexions, we recognise that supporting your daughter or son in Year 9 to look at the maze of options and choices open to them in Years 10 and 11, as well as post 16, can be a difficult time for parents and carers. The variety of choices, qualifications and training routes open to your daughter or son can be confusing.

We can help.

## Who are Connexions Advisers?

Our Connexions Advisers are the qualified professionals who are based in our Connexions Centres and work in schools, colleges and in the local community to provide information, advice and guidance.

They attend school/college parents' evenings and local community events. Alternatively you can contact them at the Connexions Centre.

## What help can my daughter/son expect from a Connexions Adviser?

Connexions Advisers give young people tailored, professional advice on a range of subjects including

- Careers
- Education
- Health
- Housing
- Leisure/Volunteering
- Money
- Relationships
- Work and training

## How can a Connexions Adviser help with all these issues?

Connexions Advisers work closely with local authority services such as Social Services, Youth Service, Youth Offending Teams as well as schools, colleges, employers and a range of voluntary agencies to make sure your daughter or son gets the help s/he needs.

Our Advisers are there to help find the answers to your questions and issues, and to act as a link between your daughter or son and the organisations that can help them.

## Can I attend interviews with my daughter/son?

Your daughter or son could have an individual interview with a Connexions Adviser, which s/he could ask you to attend.

## How can you help?

National research shows you have a major influence on your child's future and ambitions.

A Connexions Adviser can help you by spending time with you, either at school parents' evenings or at the Connexions Centre

- In looking at GCSEs, Diplomas and other courses open to young people
- Giving you information about colleges, apprenticeships, jobs and other learning opportunities
- Answering your questions - and giving you all the information we can
- Working with you to help your daughter or son make the right choices

- Asking your views

### Locally:

- Over 75% of young people remain in full-time education at 16+
- Others are in apprenticeships, training, other employment or voluntary work
- Young people continue to use the support from Connexions in order to move into education, employment or training
- Young people staying in learning can apply for financial support (Education Maintenance Allowance). If your daughter/son claims EMA it will not affect your entitlement to Child Benefit.



## Can Connexions help my daughter/son find a job?

Yes. We offer a free vacancy service for young people; we work closely with employers and training providers and vacancies are displayed on our website [www.cnx2jobs.com](http://www.cnx2jobs.com) and also in our Connexions Centres.



## How can I be sure my daughter/son will be safe with a Connexions Adviser?

Connexions is committed to child protection and the safety of young people. All our staff undergo Criminal Records Bureau (CRB) checks on a regular basis.



## Confidentiality

Generally, we keep everything young people tell us confidential, unless they allow us to share it with other people. This might include telling an employer about them so that they can get a job, or sharing information with another adviser to help resolve a problem.

Connexions also has a duty to protect young people from harm, so, on rare occasions we may have to disclose information without agreement. However, if this happens, we will always let the young person know.

Connexions Advisers will encourage young people to discuss any support they receive from us with their parents or carers.

If your daughter/son gives their permission, their Connexions Adviser may contact you to exchange information and where appropriate, invite you to become actively involved in any action that is agreed between the Adviser and your daughter/son.



## Keeping track

Connexions holds information about young people such as: name, date of birth, address, telephone number, gender, ethnicity, school/college details, qualifications etc.

The reason for holding this information is to assist us in referring young people to other agencies or opportunity providers.

Sometimes it's necessary for us to contact young people. We might want to contact young people at home. If we are unable to talk to them directly, any information you as a parent or carer can provide about their current circumstances would be greatly appreciated.

If you would like more details on what information we collect, please contact your local Connexions Centre and ask for a copy of the leaflet that we give to young people 'Your Guide to the Information that Connexions keeps about you'.



## Further help

If you need more information contact your local Connexions Centre to speak to an Adviser.

## Contacting Connexions

There are several Connexions Centres in the area, so there will be one near you. You can find out more by:

Going to **www.cnx2.co.uk** - this provides links to your local area Connexions website.  
If you live in Manchester, Salford or Tameside you can phone **084567 13 2 19**,  
If you live in Rochdale you can phone **0800 195 8528**.

## Improving our services to you

Connexions is keen to ensure that we offer you the best possible service and would welcome feedback from you. If you want to comment on the services you have received please let us know by contacting:

Quality Co-ordinator  
Better Choices Limited  
Lee House  
90 Great Bridgewater Street  
Manchester  
M1 5JW  
Tel: 0161 228 1101

Email: [info@careers-solutions.co.uk](mailto:info@careers-solutions.co.uk)

We will keep you informed of the actions we take to resolve any suggestion you notify to us.

Data Protection Act: Connexions holds computerised and non/computerised data on young people for whom it provides advice, referral and guidance. Our registration under the Act is complete and includes all the other bodies with whom we share information. If you have any enquiries concerning this please contact: Head of Support Services, Better Choices Ltd, Lee House, 90 Great Bridgewater Street, Manchester M1 5JW.

# connexions

## a guide for parents and carers

