

Hull Training and Adult Education

Learner Conduct Policy and Disciplinary Procedure

2018-2019

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Hull Training and Adult Education's Mission and Vision Statements

Our Mission

To be the training provider of choice for learners and employers in the City and surrounding area, by delivering high quality, flexible education and training relevant to local business, learners and community needs.

Our Vision

We will contribute to the economic regeneration and social cohesion of Hull by working with employers, partners and learners providing high quality and relevant education and training which ensures the City has a well-qualified and skilled workforce and a culture of lifelong learning.

The Aim of the Learner Conduct Policy

The aim of the Learner Conduct Policy is to provide a guide for staff on:

- What conduct we expect from our learners and what we agree to provide in return
- What makes learners behave the way they do
- How to use consistency to improve learner conduct
- Good practice in behaviour management
- What to do if a learner's conduct does not meet the agreed expectations
- How to support a learner to modify their conduct
- What to do if a learner's conduct does not improve

What conduct we expect from our learners (An extract from the Learner Handbook)

As a learner you are entitled to:

- get clear, impartial information and advice to help you choose the right course for you
- be taught by professionally qualified and experienced tutors
- be in a safe, healthy and secure environment
- be treated with respect and understanding
- be asked your opinion about the quality of teaching and the environment within which you are learning
- have your achievements celebrated and recognised
- get accurate and comprehensive information at reception points about all our courses
- have additional learning support if you need it

As a learner you are expected to:

- arrive on time so that you don't disrupt other people's learning
- attend regularly and let us know when you are going to be absent
- make sure you understand and follow our policies and rules
- always act with care, for yourself and others
- treat all staff and learners with consideration and respect
- agree your individual learning plan and review your progress to get the most from your course
- try to complete all course work to any given deadlines
- support our efforts to keep the centre clean and tidy
- use the computers, internet and email safely and responsibly
- give us feedback to help improve what we offer
- let us know if you move house or change your emergency contact numbers

- follow the no smoking on site rule
- do not attend HTAE under the influence of substances/drugs/alcohol. HTAE believes that the possession and use of substances on the premises or during the training day is unacceptable. All the drugs covered in the Substance Policy are not permitted to be brought, sold or otherwise obtained on HTAE premises or during the HTAE work day, including when students are out on placement or visits. This also applies to all learners, staff and visitors working at and for HTAE.
- respect others when using your mobile phone and not use them in the classroom other than as part of your learning

If you do not follow these requirements, or are disruptive or abusive to staff or other learners, we will take reasonable action. This can include being barred from a centre.

How we make learners aware of the conduct we expect from them

The Learner Handbook should be distributed to learners/accessed via the VLE at Induction, and the conduct we expect from them (along with the service we agree to provide) should be explained.

“What we should expect from each other” should be displayed in classrooms. The learner should be given a copy of this at their induction. It is included in the site file booklet.

At the start of each session, the teacher should agree ground rules with the group, and each learner should be given the opportunity to sign up for these. Ground rules will vary depending on the setting, but should always be a negotiation based on what we provide and what we expect. Ground rules should always include:

- Arrive on time
- Always act with care for yourself and others
- Treat everyone with respect
- Only use your mobile phone when your tutor says you can

It is important that this negotiation is appropriate to the learners, so this procedure should be adapted to suit the groups concerned.

The Five Point Plan for Intervention

All staff and all learners should be aware of this plan.

1. Teacher informs learner of how their conduct is causing concern and the changes that are needed.

If changes are not effective:

2. Teacher offers learner Time Out (supervised or unsupervised). A discussion with the learner about what caused the conduct, e.g. social or learning issues, should take place before the learner returns to the classroom. This discussion can be with the teacher, a member of the support team or any other appropriate member of staff.

If changes are not effective:

3. Teacher arranges to see learner at next break, to explain how their conduct is causing concern and the changes that are needed. Teacher can then monitor the learner during the next period.

If changes are not effective:

4. Teacher makes a written record of the learner's conduct and continues to monitor for improvement.

If changes are not effective:

5. Teacher and another appropriate member of staff meets with learner to explain how their conduct is causing concern and the changes that are needed.

If the learner has an ALN Plan the Learning Support Manager will review this with the learner and their tutor and agree strategies to support the learner to improve their behaviour.

If the learner does not have an ALN Plan the Learning Support Manager will arrange to see the learner and tutor and write one.

Informal and Formal Disciplinary Procedure

The Informal and Formal Disciplinary Procedure is available for use where appropriate. Curriculum Lead or TLA Lead would advise at this point. (See Appendix 6)

Time Out

There is a Time Out room available. Learners can request Time Out where appropriate, or teacher can offer Time Out as step 2 of the Five Point Plan.

Time Out can be unaccompanied or accompanied as appropriate.

Mobile Phones

Teachers should use, "Phones on silent and in bags," rule. Misuse of a mobile phone should be addressed as inappropriate conduct.

Appendices

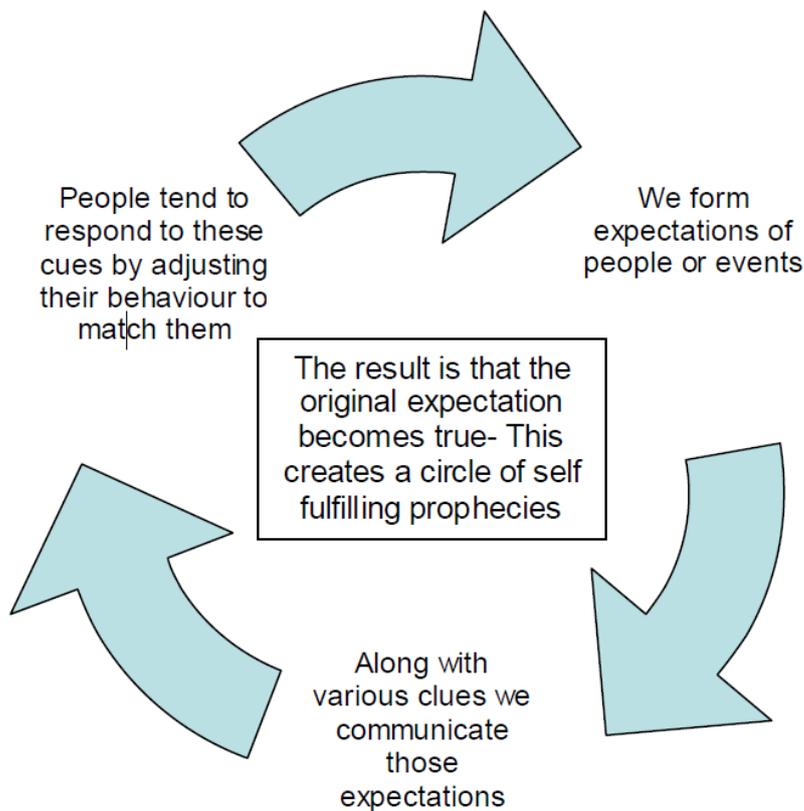
1: What makes learners behave the way they do

Learners behave the way they do for several reasons, for example:

- Their experience of life so far, and what is happening in their lives right now
- Their understanding of appropriate behaviour, and how far their behaviour skills have developed
- The role models they choose, and the pressure of their peers
- Their previous experience of learning (negative or positive)
- How we treat them, and whether this includes pre-judgement
- How we respond to them, and whether this is calm or emotional
- Our expectations of them

One of the most important factors is the last one, our expectations of our learners. If we have high expectations of our learners, they will respond positively.

2: The Self Fulfilling Prophecy



3: How to use Consistency to improve Learner Conduct

Extracted from the Pivotal Education guide, “Five Transformational Consistencies”

- Consistent **language**; consistent response: Referring to the agreement made between staff and students, simple and clear expectations reflected in all conversations about behaviour.
- Consistent **follow up**: Ensuring ‘certainty’ at the classroom, vocational area/area of learning and senior management level. Never passing problems up the line, teachers taking responsibility for behaviour interventions, seeking support but never delegating.
- Consistent **positive reinforcement**: Routine procedures for reinforcing, encouraging and celebrating appropriate behaviour.
- Consistent **consequences**: Defined, agreed and applied at the classroom level as well as established structures for more serious behaviours.
- Consistent, simple **rules/agreements/expectations** referencing promoting appropriate behaviour, icons, symbols and visual cues, interesting and creative signage
- Consistent **respect from the adults**: Even in the face of disrespectful students.
- Consistent **models of emotional control**: Emotional restraint that is modelled and not just taught, teachers as role models for learning, teachers learning alongside students
- Consistently reinforced **rituals and routines for behaviour around the site**: In classrooms, around the site, at reception.
- Consistent **environment**: Consistent visual messages and echoes of core values, positive images of learners rather than marketing slogans.

4: Strategies for intervention

Adapted from the Pivotal Education guide, “Five Transformational Consistencies”

1. Adopt a gentle approach, personal, non-threatening, eye level or lower, eye contact
2. State the behaviour that was observed and which rule it contravenes
3. Tell the learner what the sanction is. **Refer to previous good behaviour/learning** as a model for desired behaviour.
4. Tell the learner what will happen if he continues with this behaviour
5. Tell them that they need to make different decisions/better choices
6. Walk away from the learner; allow him or her time to decide what to do next.
7. Look around the room with a view to catch somebody following the rules.

No judgement is ever made about the learner’s identity during interventions. The relationship between teacher and learner is paramount and must be protected. People are not their behaviour. Learners must take responsibility for their behaviour and not have the opportunity to blame their adults for their behaviour.

Behaviours are shifted to the past tense as soon as possible. We are not interested in dwelling on poor choices but on creating positive expectations for the rest of the lesson.

Appendix 5- Informal and Formal Disciplinary Procedure

Informal procedure – Stage 1

Conduct an interview with the learner, explaining what behaviour is inappropriate and what part of the Code of Conduct it contravenes. Record this confidentially and keep the record for the duration of the learner's attendance with the Service.

Formal Procedure – Stage 2

Should the informal procedure fail to resolve the situation and it continues, or if the behaviour is deemed inappropriate to be resolved informally, the Manager must investigate under the formal procedure.

A formal written warning may be given by the AoL Managers or the Lead Managers. In such cases, the learner will be invited to attend a Stage 2 disciplinary interview, being given at least 5 days written notice, stating the nature of the conduct complained of and summarising any relevant evidence.

The learner will be entitled to be accompanied by a relative or friend (but not a legal or other professional adviser) at the interview and will be entitled to state his or her case (including any mitigating factors) before any decision is made. At least 2 members of staff must be present at the interview, one of these normally being the learner's Manager and the other being the member of staff who has instigated this stage of the Disciplinary Procedure.

If the complaint is upheld

- A written warning will be sent to the learner
- There may be a recommendation that the Disciplinary Procedure is continued to Stage 3.

It may be necessary for the complainant, the harasser and any other learners involved to receive support and an opportunity to discuss the matter to deal with what has happened. This will be organised by the Manager.

If the complaint is not upheld

- A written response will be sent to record that the alleged offence has not been substantiated and that the Disciplinary Procedure will not continue.

The complainant, the harasser and any other learners involved will be offered the opportunity to discuss the issue. The manager may consider asking one or other of the students to transfer to another course at the same level in the interest of good student relations.

If it is found that the complainant deliberately misled people with the claim or acted maliciously in any way, follow-up disciplinary action is appropriate which can include asking the complainant to transfer to another course at the same level or banning the complainant from the Service.

Stage 3 Formal Stages (Gross or Further Misconduct)

In cases where there is reason to believe that gross misconduct has occurred, or where further misconduct is complained of after a formal written warning has been given to a learner, the learner will be invited to attend a Stage 3 disciplinary interview with the AoL Manager or Lead Manager for the area. The learner will be given at least 5 days written notice of the hearing and will be entitled to be accompanied by a relative or friend. This notice will state the nature of the conduct complained of and will warn the learner that, because of the nature of the misconduct alleged or

because a formal written warning has already been given, they may be formally suspended from the Service as a result.

Suspension

A learner may be suspended for gross misconduct and/or if they represent a danger to themselves and/or others. The manager or TLA/ Curriculum Lead should inform the learner that they have been suspended and advise them that they cannot return to the centre where they are based (or any Hull Training and Adult Education Centre) until they are told they may do so. The learner should be informed that they will receive a letter confirming their suspension and details of a disciplinary interview.

The learner should receive this letter within 5 days of their suspension. The disciplinary interview should take place within 10 days of their suspension, and a decision made whether they may return to learning or whether they have been permanently excluded.

Unless there are complications to the process, a learner's suspension should last no longer than 15 days.

If a learner is suspended, the manager or TLA/ Curriculum Lead should inform the Assistant City Manager by email so he is aware of the situation. They should also inform the Learning Support Manager so that she can register them as "at risk" on the Connexions database.

Preparation for Stage 3 Interview

The member of staff conducting the Stage 3 interview will arrange for the learner to be provided with a written statement alleging the nature of the misconduct at least 5 days in advance of the interview. The learner will be allowed to submit his/her own written statement at the interview and any supporting written statements provided by any other witnesses.

Stage 3 Interview

At the Stage 3 interview, the member of staff conducting the interview will consider the written evidence available. The learner will be given the opportunity to state his or her case (including any mitigating factors).

Notification of Recommendations

Within 5 days of the disciplinary interview, the learner will be given written notification of the recommendation of the senior member of staff in relation to the case. The recommendation may be as follows:

- the learner should be permanently excluded, unless they have an ECHP when a review meeting will need to take place.
- formally suspended for a fixed period,
- a less disciplinary sanction should be taken.
- no disciplinary action should be taken.

If the outcome from a Stage 3 Interview is that the learner is to be excluded, the Administration team are to be informed and the learner formally withdrawn from the Service.

In all cases, the outcome will be sent to the learner.

Appeal against Recommendation

The learner will have a right of appeal to the Assistant City Manager against any recommendation for permanent exclusion or formal suspension. Notice of appeal must be lodged with the Assistant City Manager within 10 days of the date of the recommendation for exclusion and must give the grounds and brief particulars of the appeal.

Appeals will only be considered on one or more of the following grounds:

- the recommendation was based on findings of fact which no reasonable person could have found from the evidence;
- the penalty recommended was disproportionate to the misconduct which was found to have taken place;
- that relevant new evidence which has a significant bearing on the case has come to light since the meeting;
- that this procedure was operated unfairly to the substantial disadvantage of the learner.

An appeal interview with the Assistant City Manager will be arranged to take place within 15 working days of the notice of appeal being lodged. The learner will be given at least 5 working days' notice of the time and place of the appeal interview and will be entitled to be accompanied by a friend or relative (but not by a legal or other professional adviser).

At the interview, the learner (or his/her relative or friend) will be invited to explain the grounds of appeal and to state her or his case.

The member of staff who made the recommendation to exclude or suspend will be asked to respond to the grounds of appeal.

The Assistant City Manager may ask questions of the learner and the member of staff, and will then consider whether to allow or dismiss the appeal. Witnesses will not normally be called except in relation to any relevant new evidence, which has arisen since the second stage interview.

If the appeal is allowed, the Assistant City manager may decide that disciplinary action lesser than that recommended by the member of staff should be taken, including a shorter period of suspension. The Assistant City Manager may also decide that no disciplinary action should be taken. If the appeal is dismissed, the recommendation of the member of staff will stand. The Assistant City Manager may not impose any harsher disciplinary action against the learner than that recommended by the member of staff.

Within 5 working days of the appeal interview, the Assistant City Manager will write to the learner giving the final decision.

Criminal Offences

Where any member of staff has reason to believe that a learner may have committed a criminal offence, the Hull City Council reserves the right to refer the matter to the police and to continue disciplinary proceedings under this procedure or, to suspend the learner pending the outcome of police enquiries and charges which may be brought against the learner. Where the Learner has been suspended under this provision, when the results of those enquiries and any criminal proceedings are known, the Hull City Council reserves the right to recommence proceedings under these procedures in relation to the matter. It is emphasised that in relation to the application of this procedure, the Hull City Council is not bound by the results of any criminal proceedings against learners.

Monitoring and Reviewing

All documentation about the matter should be held in confidence by the Lead Manager involved for a period of 3 years. The Manager will monitor the effectiveness of the decisions made to ensure that all parties remain content.

Sample Letters (see appendix 6)

The following sample letters are available to use during the Disciplinary Procedure:

- Attendance concern letter
- Verbal Warning Letter
- 1st Written Warning
- Formal Discussion stage 2 invite
- 2nd Written Warning
- Formal Discussion stage 3 invite
- Suspension from training
- Removal from course

Please note all the letters are available for use on the Adult Server in the Document Control folder

Appendix 7 Sample Letters

Name of Learner
Address line 1
Address line 2
Address line 3
Address line 4

Contact: Endeavour Learning and Skills Centre
Tel: 01482 615349
Email: endeavour@hullcc.gov.uk
Date:

Dear (Learner Name)

Re: Attendance on your course/work placement

We are concerned about you as you have not attended your course/work placement on / between xxxxxxxx. It is important that you attend your course in order to complete your qualification.

Please can you contact the centre, your tutor or learner support services, so we can discuss ways in which we can help you maintain an acceptable level of attendance to enable you to complete your course and progress. We would like to offer you help and advice to enable you to improve your attendance and achieve your goals.

You can contact the centre on 01482 xxxxxxxx and ask for your tutor or contact our learner support team, who can advise and offer guidance to support your return to your programme on 01482 615250/615249.

If you are unable or do not wish to return we can give you advice on who you need to contact for further careers information, advice and guidance.

Yours sincerely

Name

Title

Name of Learner
Address line 1
Address line 2
Address line 3
Address line 4

Contact: Endeavour Learning and Skills Centre
Tel: 01482 615349
Email: endeavour@hullcc.gov.uk
Date:

Dear (Learner's name)

Re: Verbal Warning

Our role at Hull Training and Adult Education is to prepare you for the world of life and work. What we ask of you is what an employer will expect from you too. These expectations are designed to make your learning with us a safe and enjoyable experience.

By joining our course you agreed to follow this Code of Conduct:

- arrive on time so that you don't disrupt other people's learning
- attend regularly and let us know when you are going to be absent
- make sure you understand and follow our policies and rules
- always act with care, for yourself and others
- treat all staff and learners with consideration and respect
- agree your individual learning plan and review your progress to get the most from your course
- try to complete all course work to any given deadlines
- support our efforts to keep the centre clean and tidy
- use the computers, internet and email safely and responsibly
- follow the no smoking on site rule
- let us know if you move house or change your emergency contact numbers
- respect others when using your mobile phone and not use them in the classroom other than as part of your learning

You have been given a verbal warning because your behaviour over the last ____ weeks has been unacceptable (OPTIONAL: "and in some instances posed a danger to yourself and to others on the site").

The following incidents have caused us concern:

(Bullet point list of transgressions, written to match language in Code of Conduct above)

Yours sincerely

Name

Title

Name of Learner
Address line 1
Address line 2
Address line 3
Address line 4

Contact: Endeavour Learning and Skills Centre

Tel: 01482 615349

Email: endeavour@hullcc.gov.uk

Date:

Dear (Learner's name)

Re: Written Warning

Our role at Hull Training and Adult Education is to prepare you for the world of life and work. What we ask of you is what an employer will expect from you too. These expectations are designed to make your learning with us a safe and enjoyable experience.

You attended a Formal Disciplinary Discussion on/at/in (date, time, location, optional: with).
During this meeting we discussed the following behaviour:

(Bullet point list of transgressions, written to match language in Code of Conduct)

We agreed that your behaviour was unacceptable and that you would receive a

Written Warning. If you continue to behave in an unacceptable way, you may receive a further warning or even be told to leave the course.

Yours sincerely

Name

Title

Name of Learner
Address line 1
Address line 2
Address line 3
Address line 4

Contact: Endeavour Learning and Skills Centre
Tel: 01482 615349
Email: endeavour@hullcc.gov.uk
Date:

Dear (Learner's name)

Re: Formal Disciplinary Discussion

Our role at Hull Training and Adult Education is to prepare you for the world of life and work. What we ask of you is what an employer will expect from you too. These expectations are designed to make your learning with us a safe and enjoyable experience.

By joining our course you agreed to follow this Code of Conduct:

- arrive on time so that you don't disrupt other people's learning
- attend regularly and let us know when you are going to be absent
- make sure you understand and follow our policies and rules
- always act with care, for yourself and others
- treat all staff and learners with consideration and respect
- agree your individual learning plan and review your progress to get the most from your course
- try to complete all course work to any given deadlines
- support our efforts to keep the centre clean and tidy
- use the computers, internet and email safely and responsibly
- follow the no smoking on site rule
- let us know if you move house or change your emergency contact numbers
- respect others when using your mobile phone and not use them in the classroom other than as part of your learning

However your behaviour over the last ____ weeks has been unacceptable (OPTIONAL: "and in some instances poses a danger to yourself and to others on the site").

The following incidents have caused us concern:

(Bullet point list of transgressions, written to match language in Code of Conduct above)

Details of Formal Disciplinary Discussion

We would like you to attend a Formal Disciplinary Discussion on/at/in (day, date, time, location). You may bring a relative or friend with you. During the discussion you will have the chance to state your case before we make a decision on what action to take.

Yours sincerely

Name

Title

Name of Learner
Address line 1
Address line 2
Address line 3
Address line 4

Contact: Endeavour Learning and Skills Centre

Tel: 01482 615349

Email: endeavour@hullcc.gov.uk

Date:

Dear (Learner's name)

Re: **Second Written Warning**

Our role at Hull Training and Adult Education is to prepare you for the world of life and work. What we ask of you is what an employer will expect from you too. These expectations are designed to make your learning with us a safe and enjoyable experience.

You attended a Formal Disciplinary Discussion on/at/in (date, time, location, optional: with). During this meeting we discussed the following behaviour:

(Bullet point list of transgressions, written to match language in Code of Conduct)

We agreed that your behaviour continues to be unacceptable and that you would receive a Second Written Warning. If you continue to behave in an unacceptable way you may be told to leave the course.

Yours sincerely

Name

Title

Name of Learner
Address line 1
Address line 2
Address line 3
Address line 4

Contact: Endeavour Learning and Skills Centre
Tel: 01482 615349
Email: endeavour@hullcc.gov.uk
Date:

Dear (Learner's name)

Re: Formal Disciplinary Discussion (Gross or Further Misconduct)

Our role at Hull Training and Adult Education is to prepare you for the world of life and work. What we ask of you is what an employer will expect from you too. These expectations are designed to make your learning with us a safe and enjoyable experience.

By joining our course you agreed to follow Code of Conduct:-

- arrive on time so that you don't disrupt other people's learning
- attend regularly and let us know when you are going to be absent
- make sure you understand and follow our policies and rules
- always act with care, for yourself and others
- treat all staff and learners with consideration and respect
- agree your individual learning plan and review your progress to get the most from your course
- try to complete all course work to any given deadlines
- support our efforts to keep the centre clean and tidy
- use the computers, internet and email safely and responsibly
- follow the no smoking on site rule
- let us know if you move house or change your emergency contact numbers
- respect others when using your mobile phone and not use them in the classroom other than as part of your learning

You attended a Formal Disciplinary Discussion on/at/in (day, date, time, location). During this meeting we discussed the following behaviour:

(Bullet point list of transgressions, written to match language in Code of Conduct)

We agreed that your behaviour was unacceptable and that you would receive a Written Warning. If you continue to behave in an unacceptable way, you may receive a further warning or even be told to leave the course.

However your behaviour over the last ____ weeks has continued to be unacceptable (OPTIONAL: "and in some instances poses a danger to yourself and to others on the site" AND/OR: "Is considered Gross Misconduct").

The following incidents have caused us concern:

(Bullet point list of transgressions, written to match language in Code of Conduct above)

Details of Formal Disciplinary Discussion

We would like you to attend a Formal Disciplinary Discussion on/at/in (day, date, time, location). You may bring a relative or friend with you. During the discussion you will have the chance to state your case before we make a decision on what action to take.

Yours sincerely

Name

Title

Name of Learner
Address line 1
Address line 2
Address line 3
Address line 4

Contact: Endeavour Learning and Skills Centre
Tel: 01482 615349
Email: endeavour@hullcc.gov.uk
Date:

Dear (Learner's name)

Re: Suspension from Training

Our role at Hull Training and Adult Education is to prepare you for the world of life and work. What we ask of you is what an employer will expect from you too. These expectations are designed to make your learning with us a safe and enjoyable experience.

By joining our course you agreed to follow this Code of Conduct:

- arrive on time so that you don't disrupt other people's learning
- attend regularly and let us know when you are going to be absent
- make sure you understand and follow our policies and rules
- always act with care, for yourself and others
- treat all staff and learners with consideration and respect
- agree your individual learning plan and review your progress to get the most from your course
- try to complete all course work to any given deadlines
- support our efforts to keep the centre clean and tidy
- use the computers, internet and email safely and responsibly
- follow the no smoking on site rule
- let us know if you move house or change your emergency contact numbers
- respect others when using your mobile phone and not use them in the classroom other than as part of your learning

However your behaviour over the last ____ weeks has been unacceptable (OPTIONAL: "and in some instances poses a danger to yourself and to others on the site" AND/OR: "Is considered Gross Misconduct").

The following incidents have caused us concern:

(Bullet point list of transgressions, written to match language in Code of Conduct above)

As a result of your unacceptable behaviour/gross misconduct you are suspended from training until further notice.

Details of Formal Disciplinary Discussion

We would like you to attend a Formal Disciplinary Discussion on/at/in (day, date, time, location). You may bring a relative or friend with you. During the discussion you will have the chance to state your case before we make a decision on what action to take.

Yours sincerely

Name

Title

Name of Learner
Address line 1
Address line 2
Address line 3
Address line 4

Contact: Endeavour Learning and Skills Centre

Tel: 01482 615349

Email: endeavour@hullcc.gov.uk

Date:

Dear (Learner's name)

Re: Removal from Course

Our role at Hull Training and Adult Education is to prepare you for the world of life and work. What we ask of you is what an employer will expect from you too. These expectations are designed to make your learning with us a safe and enjoyable experience.

By joining our course you agreed to follow Code of Conduct

- arrive on time so that you don't disrupt other people's learning
- attend regularly and let us know when you are going to be absent
- make sure you understand and follow our policies and rules
- always act with care, for yourself and others
- treat all staff and learners with consideration and respect
- agree your individual learning plan and review your progress to get the most from your course
- try to complete all course work to any given deadlines
- support our efforts to keep the centre clean and tidy
- use the computers, internet and email safely and responsibly
- follow the no smoking on site rule
- let us know if you move house or change your emergency contact numbers
- respect others when using your mobile phone and not use them in the classroom other than as part of your learning

You attended a Formal Disciplinary Discussion on/at/in (date, time, location, optional: with).
During this meeting we discussed the following behaviour:

(Bullet point list of transgressions, written to match language in Code of Conduct)

We agreed that your behaviour continues to be unacceptable and that we had no other option but to remove you from the course.

(Under 19) We have forwarded your details to the Connexions Service who will contact you for a Careers Interview. (19 or over) We suggest you contact the Careers Service at the Central Library.

Yours sincerely

Name
Title