

DEVELOPING PRACTICE
AND SKILLS

NETWORKING

UPDATING


NAEGA@
MANCHESTER

www.naega.org.uk

EVERY ADULT GUIDANCE!
EVERY ADULT MATTERS

NAEGA 25TH ANNIVERSARY CONFERENCE
4TH-6TH JULY 2007
MANCHESTER CONFERENCE CENTRE

**BOOKING
BROCHURE**



In the context of lifelong learning, guidance refers to a range of activities that enables citizens of any age and any point in their lives to identify their capacities, competences and interests to make educational, training and vocational decisions and to manage their individual life paths in learning work and other settings.

EU, 2004 Dublin Resolution

ADULT GUIDANCE: EVERY ADULT MATTERS

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Every Adult Matters

NAEGA believes that there should be a universally available IAG /Adult Guidance service in all parts of the UK. This year has been particularly busy in policy development terms with the publication of the Leitch Review on Skills, the English IAG Review, and Demerger and re-focusing of the all-age service in Scotland. The conference will focus on the issues right at the heart of all of our work, including policy, funding, practice theory and quality improvement. By coming together to share best practice, develop guidance practice and skills and learn about new, innovative ideas, we are demonstrating just how committed each and every one of us is to catering for the needs of the individual.



Who should attend?

Every Adult Matters will provide a forum for discussion for everyone involved in the provision of IAG/Guidance services for adults. Whether you are from the public, private, voluntary or community sectors, someone involved in research or policy development; a training provider or life coach this is the Conference for you.

Why should I attend this year's conference?

Every Adult Matters offers you the opportunity to:

- **network** with others working with adult clients
- **develop practice and skills** (CPD)
- **update** on developments and ideas
- **refresh** commitment to adult work
- **participate** in dialogue and discussion on IAG and adult guidance topics
- **support** a professional association (NAEGA) in its advocacy of a universally available service of IAG/adult guidance.



What's in the conference programme?

Every Adult Matters has a varied programme including:

- **Three keynote speeches:** Stephen McNair and Patrick Grattan will give two different approaches to the theme Every Adult Matters. Jenny Bimrose will look at practice issues.
- **Three other plenaries:** The opening discussion will give perspectives on the links between guidance and skills. In the panel session on Thursday three practitioners will give their experiences of CPD and how it changed their work. Coping with change (10 Tips to overcoming Resistance to Change) will come towards the end of the Conference.
- **Twenty parallel sessions:** You can attend three parallel sessions from the rich and diverse range of topics on offer. These parallel sessions include a variety of workshops, subject specific briefings, and discussion groups.
- **Up to twenty Posters and two Speed Networking sessions** which will be linked to the posters.
- **Networking opportunities:** There will be plenty of opportunity to network with others whose practice is with adult clients.

What's new at this year's conference?

Every Adult Matters will include two 'Posters and Speed Networking' sessions for the first time. You are invited to submit posters to the conference committee, which will be displayed throughout the conference from Wednesday evening until Friday lunchtime. They will be displayed in the main exhibition space and everyone will be invited to interact through a post-it note system. In addition to this, there will be timetabled 'Speed Networking' sessions on Thursday and Friday for poster author(s) to present their work to small groups of delegates who will rotate every few minutes. These sessions will be both interactive and lively, giving everyone a chance to share ideas.

Posters can be either professionally designed or freehand, and must be no larger than A1 size (flip chart). The number of posters displayed will depend on the space available. For more information please see the full paper at www.naega.org.uk, and to book a poster spot please ring Jonathan Brown on 0191 285 7445 or email: jonathanbrown@dsl.pipex.com

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WEDNESDAY 4 JULY

- 18.15-19.15 **Registration**
- 19.15-20.15 **Linking Guidance to Skills and Lifelong Learning:**
Opening discussion with contributions from:
Eileen Kelly, Director of EGSA in Northern Ireland
Vivienne Brown, Careers Scotland
Lesley Rees, Careers Wales
- 20.15-21.00 Welcome reception and supper
- 21.00- Icebreaker quiz

THURSDAY 5 JULY

- 08.00-09.00 Registration
- 09.00-09.20 Welcome **Every Adult Matters:** Ann Ruthven and Vivienne Ravis (NAEGA Chair and President)
- 09.25-10.00 Keynote Address: **Every Adult Matters**
Professor Stephen McNair, Assistant Director NIACE
- 10.00-10.15 Coffee
- 10.15-11.15 Posters, 'Speed Networking' and Exhibition
- 11.15-12.15 Plenary: Practitioner Panel
- 12.15-13.00 NAEGA AGM
- 13.00-13.50 Lunch

- 13.50-15.00 Parallel Sessions A
- 15.05-15.45 Keynote Address
Even Older Adults Matter
Patrick Grattan, TAEN – The Age & Employment Network
- 15.45-16.00 Coffee
- 16.00-17.15 Parallel Sessions B
- 17.15-18.15 City Walking Tour (optional)
- 19.30-00.00 Pre-dinner 25th Birthday reception, Conference Dinner and Social Event at the Yang Sing Restaurant

FRIDAY 6 JULY

- 09.00-09.40 Keynote Address
New Approaches for Adult Guidance
Professor Jenny Bimrose
- 09.40-10.40 Posters and 'Speed Networking': Responses, evaluation and prizes
- 10.40-10.55 Coffee
- 10.55-12.10 Parallel Sessions C
- 12.15-13.15 **10 Tips to Overcoming Resistance to Change for Adult Guidance**
Kevin Ford, FPM Training
- 13.15-13.30 **Adult Guidance: the way forward** Vivienne Ravis
President NAEGA
- 13.30 Farewell Buffet Lunch

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The renowned Yang Sing restaurant.

What networking opportunities can I attend?

Every Adult Matters will open with a discussion on linking skills to lifelong learning followed by an informal welcome buffet with icebreaker reception on the evening of 4th July.

At this Conference we will celebrate NAEGA's 25th Anniversary with a sparkling drinks reception and dinner at the Yang Sing, one of Manchester's best Chinese restaurants, on the evening of 5th July. Delegates will also have to opportunity to join a walking tour of the city at 5.15pm on Thursday.

Where is the conference being held?

Every Adult Matters will take place at the Manchester Conference Centre at the University of Manchester, located on Sackville Street (M1 3BB) just a few minutes walk from Manchester Piccadilly train station. It is a modern, purpose-built conference venue with all conference rooms and catering close together.

Manchester is one of the UK's most exciting cities, offering an ethnically diverse experience in a modern and vibrant setting.

Where will I be staying?

Accommodation at **Every Adult Matters** comes in two tiers. There is single, ensuite hotel accommodation at either the Days Inn, which is attached to the conference venue, or the Ibis hotel which is located just next door.

Alternatively, you can choose to stay in single, ensuite student accommodation. The rooms are in a block attached to the conference venue and accessed through an internal corridor.

The cost of two nights accommodation is included in the full conference package booking options (Options 1 or 2); alternatively you can choose to book individual elements of the conference, in which case you will need to indicate your accommodation choice separately. The ensuite student accommodation is £15 per night cheaper than the hotel accommodation as will be seen in the Options given on the Booking Form at the centre of this brochure.

How do I get there?

Manchester is easily accessible from all parts of the country. The easiest way to get to the conference is by train to Manchester Piccadilly station, just a few minutes walk from the conference centre. For information on rail services call 08457 484950 or go to www.nationalrail.co.uk

Road access is via the M6 travelling north/south and the M62 travelling east/west. Parking is limited and is in a multi-storey opposite the venue. Payment on departure. Manchester Airport is served by all major airlines. A regular train service runs from the airport to Manchester Piccadilly. (www.manchesterairport.co.uk).



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Concessions

There is a Concessions Scheme to assist those who are not employed or whose employers will not fund their attendance at the conference.

For full details and an application form contact: Sue Reeve
c/o Connexions, Amber Court, William Armstrong Drive, Newcastle Business Park, Newcastle upon Tyne NE4 7YA
Email: s.reeve@connexions-tw.co.uk
or go to the NAEGA website, www.naega.org.uk

Registration packages

Please select your registration package carefully. The first two options include two nights accommodation but you need to select either hotel or student accommodation. The NAEGA National Conference is now VAT registered so you should add VAT before sending your booking form in.

To register complete the enclosed form (in the centre pages), or book online at www.emmm.co.uk/naega2007

You can pay by cheque, credit/debit card or BACS, but note that the NAEGA National Conference bank details have changed this year.

Contact details

For further information, please contact the NAEGA Conference Office, EMMM Ltd, Southdene House, 16 Booths Hill Road, Lymm, Cheshire WA13 0DL
Tel 01925 752078, Fax 01925 758255, email naega@emmm.co.uk or check out www.naega.org.uk or www.emmm.co.uk/naega2007

BOOKING FORM

Please complete all four booking pages and return to

NAEGA Conference Office, EMMM Ltd, Southdene House, 16 Booths Hill Road, Lymm, Cheshire WA13 0DL Tel 01925 752078, Fax 01925 758255

or simply go to www.emmm.co.uk/naega2007 and book online.

DELEGATE DETAILS

Surname		Forename	
Position		Organisation/Employer	
Address			
Town		County	
Postcode		Telephone	
Email			
Are you a NAEGA member?		My membership number is:	
YES NO		Unfortunately we are unable to accept bookings without full NAEGA membership details if applicable.	
Please tell us if you have any specific sensory, mobility or dietary requirements			

SESSION SELECTION

Please enter the session reference number you wish to attend, for full details of all the sessions please see pages 11-16.

THU 5 JULY PARALLEL SESSION A

First Choice	Second Choice
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THU 5 JULY PARALLEL SESSION B

First Choice	Second Choice
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FRI 6 JULY PARALLEL SESSION C

First Choice	Second Choice
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N.B. this section must be completed.

CONFERENCE BOOKING OPTIONS

Please circle your chosen option.

	NAEGA MEMBER		NON-MEMBER*	
	Early Bird Fee Before 25/5/07	Full Booking Fee	Early Bird Fee	Full Booking Fee
Option 1: Conference Registration · Full Conference 4th-6th July · Networking Reception Wed 4th · Conference Dinner 5th · Hotel B&B accommodation 4th-5th	£395	£450	£450	£500
Option 2: Conference Registration · Full Conference 4th-6th July · Networking Reception Wed 4th · Conference Dinner 5th · Student B&B accommodation 4th-5th	£355	£405	£405	£450
Option 3: Conference Registration · Full Conference 4th-6th July · Networking Reception Wed 4th · Conference Dinner 5th No accommodation	£300	£345	£435	£480
Option 4: Day Delegate Thursday Conference programme Thursday 5th only	£175	£200	£200	£225
Option 5: 1/2 Day Delegate Friday Conference programme Friday 6th only	£125	£145	£145	£160
Option 6: Networking Reception Wednesday 4th 19.30-23.00 incl. buffet	£25	£30	£30	£35
Option 7: Conference Dinner Thursday 5th (Includes reception at the Yang Sing)	£45	£55	£55	£65

Please note that Option 1 and Option 2 includes either hotel or student accomodation.

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	NAEGA MEMBER		NON-MEMBER*	
	Early Bird Fee Before 25/5/07	Full Booking Fee	Early Bird Fee	Full Booking Fee
Option 8: Accom. Only 4th July Days Inn Hotel/Ibis Hotel Rooms will be allocated in the Days Inn first and then the IBIS on a first come first served basis)	£55	£55	£55	£55
Option 9: Accom. Only 5th July Days Inn Hotel/Ibis Hotel Rooms will be allocated in the Days Inn first and then the IBIS on a first come first served basis)	£55	£55	£55	£55
Option 10: Accom. Only 4th July Student accommodation (ensuite)	£40	£40	£40	£40
Option 11: Accom. Only 5th July Student accommodation (ensuite)	£40	£40	£40	£40
Less Concession Scheme Voucher	-£	-£	-£	-£
Total ex VAT	£	£	£	£
ADD VAT@17.5%	£	£	£	£
Total inc VAT	£	£	£	£
Concession Voucher Number	Attached Yes / No			

NB: Please circle to indicate your chosen option. Please note that the Early Bird booking discount applies only to bookings received before 25th May 2007.

***Non-member registration includes NAEGA membership until December 2007.**

PAYMENT DETAILS

Please note bookings cannot be made unless full payment or a fully authorised Purchase Order is sent with this booking form.

Yes / No	I have enclosed a cheque payable to National Conference – Adult Guidance for £		
Yes / No	I require an invoice and have enclosed a fully authorised Purchase Order Number:		
Yes / No	Payment will be made by BACS to: HSBC, 11 Stamford New Road, Altrincham, Cheshire WA14 1BW. SortCode 40-08-22 Account No: 01519360		
Signed		Date	
Print Name		Position	

Confirmation will be sent by email in receipt of your completed booking form and payment. Joining instructions will be sent by email and post in June. Please ensure that you give us the correct email address, as all further correspondence will be sent by email.

Please return all completed booking forms to

NAEGA Conference Office, EMMM Ltd, Southdene House, 16 Booths Hill Road, Lymm, Cheshire WA13 0DL Tel 01925 752078, Fax 01925 758255

or simply go to www.emmm.co.uk/naega2007 for online bookings and *credit/debit card payments.

***Credit card bookings are subject to a 2.81% surcharge, debit card bookings have no surcharge.**

Terms and conditions

This booking form constitutes a legally binding agreement. Payment must be received in full prior to the event. Delegate places will be confirmed and conference details sent subject to receipt of payment. Cancellations must be confirmed in writing three full weeks prior to the event and will be refunded minus an administration charge of £50. We regret that no refunds can be made after that time, for whatever reason, although substitutions will be accepted if notified in writing prior to the event. The personal information you provide will be held on a database by EMMM Ltd.

Please tick here if you do not want to receive information regarding any future events of this nature.

PARALLEL SESSIONS

THURSDAY 5TH JULY

Thursday's sessions will run twice. Please rank your preferred choices on the booking form.

01 **Professional Ethics in Adult Guidance** Rico Stein, Kerry Adult Guidance Service

The session will explore professional ethical issues that may arise in guidance and the key ethical principles needed to help make better and professionally informed decisions about practice. This session will provide an opportunity for guidance counsellors to stop... and take a closer look at their ethical decision-making in the course of their own work with clients and colleagues.

02 **Interviewing for Solutions** Bill O'Connell, Focus on Solutions Ltd

The session will introduce participants to the key ideas and skills of Solution-Focused interviewing. This approach is an increasingly popular tool in the Careers industry. This skills-based session will help participants to focus on solutions not problems; enable clients to find strategies that work for them; learn some really useful questions and techniques for effective ten-minute interviews.



03 **Smashing the Glass Ceiling: Opportunities for Women Graduates**

Ginny Mair, Liverpool Hope University

Provides the tools to assess where you are now in your career, where you want to be and how, potentially, you can achieve your goals.

04 **The Skills Coaching Journey** Carol Jamieson, Manchester Solutions

For the past eighteen months Greater Manchester has been taking part in a national trial to deliver a skills coaching service under the nextstep umbrella. Contract Manager for nextstep Carol Jamieson takes us through the Skills Coaching Journey and the lessons learnt from working with JCP staff and customers, and includes a presentation of a DVD produced by Greater Manchester.

PARALLEL SESSIONS

THURSDAY 5TH JULY

05 **Transforming Guidance through Coaching**

Annie Boate, Kudos

Find out how 'coaching' can help you work even more effectively and create rapid results. This essential tool moves people forward without telling them what to do!

06 **Knowing what difference it makes: the developing equality and diversity agenda**

Geoff Bright, Connexions Derbyshire

This session will explore the ways in which current equality and diversity policy is developing. It will focus on the practical consequences for managers and practitioners for an evolving 'holism' – as exemplified by the move towards a single commission – and an increasingly urgent emphasis on the assessment of impact across six 'equality themes'. Participants will be encouraged to share their knowledge of ways in which local policy and practice is responding to the shifting agenda.



07 **A Steep Learning Curve: Developing and implementing a new urban community-based guidance model**

Andrea McCarthy, Cork City Adult Guidance Service

This session maps the challenges and demands in establishing a new community-based guidance service in a large urban setting, highlighting the challenges and achievements in terms of strategy and implementation. In addition, this session encourages delegates to reflect on current practice and provides an opportunity for discussion of future/emerging challenges in the community guidance landscape and share experiences, views and ideas for future development.

08 Meeting the changing training and CPD needs of IAG staff

Helen Plant, NIACE

This session will present the findings of research undertaken by NIACE into the changing training and CPD needs of staff involved in the planning and delivery of IAG services to adults. Participants will hear the results of research to identify current and anticipated future competence and capacity requirements in the sector, and consider the implications for the planning and provision of training and CPD opportunities.

09 Meeting the guidance needs of refugees

Susan Davenport, RAGU

RAGU has recently produced a guide for advisers working with refugees and asylum seekers as well as a guide for clients (translated into nine community languages). The workshop will use case studies to elicit questions for advisers and clients and then look at how to answer them using the guides. We will also discuss boundaries and when and where to refer.

10 Action research – a tool to support quality improvement

Jackie Sadler, Freelance Trainer

Action research can be a valuable process for identifying and implementing service improvements. Jackie will draw upon her experience of supporting action research projects in the learning and skills sector to explore this approach to quality improvement, including: the role of action research in quality improvement for IAG services; and the factors which contribute to making action research successful.



PARALLEL SESSIONS

FRIDAY 6TH JULY

Friday's sessions will run once only. Please rank your preferred choices on the booking form.

11 Reaching the parts that other careers services can't reach – using the internet to provide advice and guidance to adults

Liz Hagger, Graduate Prospects

'I feel that the careers advice service via email is good...' Graduate Prospects has been running a Matrix-accredited, virtual, web-based careers service for students and graduates for six years, offering careers guidance (free and paid), CV feedback, bulletin board, live careers chats, career planning program and virtual fairs.. and more.



12 Making a sustainable difference using the MAPS+ Toolkit

Jo Maddocks, JCA Occupational Psychologists

This session will introduce the ten key ingredients for positive sustainable client change. Delegates will get the opportunity to experience some key elements of the MAPS+ toolkit, which will include one of the key ingredients. MAPS+ adult practitioners will be on hand to discuss their personal experiences of using the toolkit with clients.

13 The Rickter Scale®: Combining motivation, reflective practice, goal-setting and assessment in a single process

Keith Stead, The Rickter Company

The Rickter Scale® measures soft outcomes and distance travelled. Uniquely multi-sensory, it engages and motivates individuals to set goals and contribute to an action plan.

This session will enable participants to experience the tool for themselves, explore the underpinning theory and consider applying the process for use within their own environment.

14 Getting to know you: Using Moodle

**Christine Tomkinson and Mark Watts,
HECSU**

With rapid changes taking place in organisations and often with a staff turnover to match, how do HE careers services support new staff in getting up to speed in their role? HECSU is currently funding and co-developing an online induction programme for AGCAS using “Moodle” as the learning environment. This session will explore some of the insights gained in this process and enable participants to reflect on how this free software can be used to promote effective induction and much more.

15 Is mentoring a guidance activity? Angela Doherty and Anthony Roche, Co Kildare VEC Integrated Counselling Service for Adults

This session will explain the current use of mentoring within within Co Kildare Vocational Education Committee's Community Education and Back to Education Initiative programmes and includes an experiential exercise for group discussion.



16 Developing a local Offender Adult IAG Service in custody and community

**Connexions Lancashire Adult,
Offenders, Family and Community Team**

The session will cover: how Offender IAG Services can contribute to the Offender Learning Journey and the Reducing Re-Offending National Strategy; creating strategic alliances with the Prison Service, the National Probation Service, JC Plus and OLASS providers; working with partners to develop a range of services that will meet the needs of Offenders; how to fund local services; and Quality Standards – delivering continuous improvement and a consistent level of service.



PARALLEL SESSIONS

FRIDAY 6TH JULY

17 **Learning, Reflection and Guidance in Higher**

Education Pat Atkins, Open University

This session will consider three questions:

- What can we learn from the Open University's recent experiences of supporting adult learners?
- How far does the theory-in-use of learning support within an institution impact upon the practice of guidance in HE?
- Can we help educational institutions to a wider recognition of the importance of the role of guidance in the learning process in relation to adults through great clarity about theories of learning support?

18 **How Sector Skills Councils are working together to bring industry closer to IAG**

Christine O'Hara, Skillset

An overview of how SSCs can support you in answering your clients' queries and signpost you towards up-to-date, industry-endorsed labour market information.

19 **TUC Unionlearn and trade unions: supporting learners in the workplace**

Lesley Haughton, Unionlearn

This session will explore the developing role of trade unions in motivating and supporting learners in the workplace, and in linking them with other information and guidance services for adults. It will focus on the activities, training and support of Union Learning representatives (ULRs) and the way in which they function in a broader network. Participants will be invited to contribute their own experience as union members and/or employees, and as practitioners delivering services to working people.

20 **Migration: the journey towards employment in the UK** Zahra Sabbagh, Ethnic Minority Employability Project

The session will focus on the issues facing clients from EU accession countries as they seek to secure initial employment in the UK. Through a mix of client and employer feedback and the experience of advisors, it will attempt to unravel the confusion surrounding registration and obtaining N.I. numbers.

NAEGA'S PRINCIPLES FOR ETHICAL PRACTICE

NAEGA's vision

NAEGA seeks to promote universally available, high quality, information, advice and guidance services for adults delivered by competent and reflective practitioners.

Continuous Professional Development (CPD)

NAEGA expects all Members to ensure that their skills and knowledge for delivering the service are relevant, accurate and up-to-date.

- **Practitioners** should demonstrate their commitment to maintaining skills and knowledge to deliver accurate and effective services by reflecting on practice and engaging in CPD activities to maintain and extend their professional skills and knowledge.
- **Organisations** should enable and support practitioners in adhering to the NAEGA Principles of Ethical Practice within the context of their own organisation. Organisations should ensure that staff delivering provision are competent and have access to CPD activities and qualifications as appropriate to develop and maintain competence.

All Members of NAEGA will promote NAEGA's vision and operate within the **five Principles for Ethical Practice** which are:

1. Client-Centred

Members will ensure that their practice places the user's interests first.

2. Equality and Diversity

Members will ensure that their practice promotes equality and diversity.

3. Impartiality

Members will ensure that the delivery of information, advice and guidance services is free from bias.

4. Confidentiality

Members will ensure that the service user's confidentiality is respected.

5. Ethical Practice

Members will ensure that their practice has an ethical base.

This is an abridged version of the Principles for Ethical Practice adopted by NAEGA in January 2007. You can download the full version from the NAEGA website.

www.naega.org.uk

BOOK NOW!!
EARLY BIRD REGISTRATION
DISCOUNT 25TH MAY 2007



Leading learning and skills



department for
education and skills

For further information please contact:

NAEGA Conference Office, EMMM Ltd, Southdene House, 16 Booths Hill Road,
Lymm, Cheshire WA13 0DL Tel 01925 752078, Fax 01925 758255, email
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