

From Trainee to Confident Careers Adviser

When Jessica joined EDT as a trainee Careers Adviser, she began her professional development by enrolling on the Level 3 in Careers, Information, Advice and Guidance. The course formed a key part of her role and provided her with the essential skills to support clients effectively.

Support Every Step of the Way

Throughout the course, Jessica received tailored support to help her succeed. Her assessor, Andy, played a central role — offering clear guidance, regular communication, and reassurance whenever she needed it. Whether it was through email or Teams, help was always available.

In addition to one-to-one support, Jessica took part in a comprehensive induction and a range of practical training sessions. These included role play activities and workshops focused on IAG delivery, which helped build her confidence in working directly with clients.

Building Skills and Understanding

The course gave Jessica a deeper understanding of how various elements of careers advice link together to create the best possible client experience. It also challenged her to reflect on her approach and the impact of her work.

When we asked Jessica what her favourite part of the course was, she responded:

“The support I received from everybody involved. This has been completely new to me and it has been a long while since I have studied. However, everybody made me feel at ease and no question was a silly one so I could maximise what I got out of the course.”

Continued over

Looking Ahead

Having completed the Level 3, Jessica is now looking forward to progressing further with a Level 4 qualification. She feels she has built a strong foundation and is ready to continue developing her skills and knowledge.

Advice to Others

Jessica encourages others who are considering the course to take the leap:

“You’ll be well supported along the way, and it’s a really interesting course.”