

# Statement of client entitlement



**As a user of adult careers services in the UK, I am entitled to a service:**

- 1. Which is responsive to the needs of all users**
- 2. Where staff are well-trained, knowledgeable and suitably qualified to do their jobs**
- 3. Which motivates me and inspires me to consider all opportunities open to me**
- 4. Which is personal to me**
- 5. Which helps me to gain the skills I need to make my career goals a reality**
- 6. Which provides the support I need to be successful**
- 7. Which helps me access additional support I might need**
- 8. Where I am safe and where my personal information is respected and protected.**