

# PERSONAL CAREERS GUIDANCE ENTITLEMENT

## INTRODUCTION

All enrolled learners and prospective learners have access to the opportunity for impartial personal careers guidance from a Careers Guidance Adviser.

## CAREER GUIDANCE APPOINTMENTS

An impartial careers guidance appointment will last for a minimum of half an hour (further sessions can be arranged as necessary) and will be conducted by one of our fully qualified professional Careers Guidance Advisers in a friendly and courteous manner.

An action plan will be created during the meeting describing the next steps to help you achieve your progression plans.

The meeting will be customised to meet your individual needs and provide you with the opportunity to discuss your career ideas, plans and identify the support that you may need to progress to further or higher education, an apprenticeship or into employment.

Careers Guidance meetings are impartial, confidential and client-centred.

Meetings will be held in an appropriate space in college, either face to face, by telephone or virtually.

All personal careers guidance appointments will be followed up by an Adviser as agreed.

If College is not the best option for you, Advisers can discuss other options and make referrals to external organisations (such as other training providers).

Clients whose needs cannot be met by the College or cannot be met within the clients' timescale will be referred to other appropriate organisations.

Careers Guidance Advisers are experienced, and/or hold, or are working towards, appropriate career development qualifications.

Careers Guidance Advisers follow the Career Development Institute Code of Ethics. All information will be held in line with the College Data Protection Policy.

## WHAT TO EXPECT FROM A CAREERS GUIDANCE APPOINTMENT

The aim of a careers appointment is to help you move forward; it is not about telling you what to do or doing it for you.

Your appointment can help you to:

- Explore the range of options available to you
- Research where to look for information to support your decision-making
- Plan out your career ideas and put them into practice
- Manage difficulties and setbacks with strategies such as back-up plans.

## HOW TO MAKE AN APPOINTMENT

Our service is available all year round at Lincoln College and Newark College. To make an appointment contact our Careers and Course Information Office.

*careers@lincolncollege.ac.uk | 030 030 32435*

Complete our online booking form or call into our Receptions at Lincoln or Newark to make an appointment. Please note that at busy times, priority may be given to current students.

## WHAT YOU CAN EXPECT FROM US

- A free and friendly service
- To provide information, advice and guidance that is impartial and relevant to you
- Ensure that you are provided with equality of opportunity, treatment and respect
- Professionalism and confidentiality
- Transparent communication – we will endeavour to be open, honest and constructive about the options available to you at all times.

## WHAT WE EXPECT FROM YOU

If you are unable to attend an appointment please inform us beforehand. We would also ask that you treat staff and other users of the service with respect.

Please let us know beforehand if you have any additional needs – we will make every effort to meet them.

We're always looking to improve our service, so we may ask for you to complete an online survey after your meeting. Alternatively, if you have a compliment, suggestion or a complaint, you can write to the Quality Improvement Team at Lincoln College to tell us what you think.

The College Complaints Policy is available on the College website.

## CONFIDENTIALITY

Your meeting will be conducted in a private space. You can request an alternative space if you feel it is not appropriate.

Brief details of the meeting and actions will be added to Promonitor. Other staff at the College will be able to access this information. You must tell the Careers Guidance Adviser if you have any concerns about this. The full details of the meeting will be kept confidential between you and the Adviser, unless you give your consent to share.

All staff have a duty to safeguard young people and vulnerable adults, so if any safeguarding concerns are raised, the Adviser will follow the College Safeguarding Policy and Procedures.

## OUR QUALITY COMMITMENT

Our service is committed to promoting equality of opportunity, challenging stereotypes and combating unlawful discrimination of any kind. We operate within all College Policies and Procedures. Our service has achieved the Matrix Standard for Information, Advice and Guidance.

