

Bedford College Careers Service

Statement of Service

Aim of the Service

It is the aim of Bedford College's Careers Service to provide a high quality and professional careers service to students and the wider community, enabling them to make and implement appropriate and well-informed choices which enhance employability and progression in learning. Working in partnership with the Apprenticeship team to provide an in-college Job Shop, the Careers Service supports students to become effective job seekers.

How can we help?

The Careers team at Bedford College offers an impartial service including:

- information on the full range of courses at Bedford College as well as opportunities elsewhere
- guidance to help you identify your career goals and interests
- guidance to help you choose the course which is best for you
- information on what the courses involve including course content, entry requirements and assessment
- information about the financial implications of your choice of course and the support which might be available
- guidance on the progression opportunities open to you at the end of your course including further and higher education or employment
- access to comprehensive careers resources, including careers diagnostic software and our student services website, Yourspaceonline
- support with all aspects of University applications through the Ucas apply service
- access for students and ex-students to the College Job Shop, to find suitable job and apprenticeship vacancies
- support for students and ex-students in their job search; applications, CVs and covering letters, and preparation for interviews
- group tutorials and workshops to develop employability skills
- access to a range of specialist student support services.

Guidance interviews with one of our professionally qualified careers advisers are available if you are considering your future direction in learning or work but are not sure which path to take. You may be considering returning to work after a career break, looking to acquire new skills or update existing ones, seeking a completely new career direction or returning to education for personal development. The careers adviser will discuss the full range of options open to you, including those offered by other organisations if they are better suited to your needs.

A guidance interview can last for up to one hour initially, although further sessions may be arranged if necessary. Your discussion with the careers adviser is confidential, in accordance

with our confidentiality policy, and referrals to other organisations or individuals will only be made with your consent, unless there is a risk of harm to you or another person. If you wish, you may also have a brief written summary of the interview, outlining the action points agreed.

Who can use the service?

The Careers Service is open to anyone of any age who may be considering returning to studying, looking to progress in their career or wanting to find out about the options available. The Job Shop available to current and ex students.

How can you contact the service?

You can contact the service by calling in to the Careers and Job Shop at our Cauldwell Street campus, or to the Student Services office at Shuttleworth or the Bedford Sixth Form, or by telephoning 01234 291933. You can also e-mail us on: studentservices@bedford.ac.uk.

Careers interviews are available by appointment throughout the year including college holidays. Our normal opening times are:

Monday – Thursday 8.45 a.m. to 4.45 p.m.
Friday 8.45 a.m. to 4.30 p.m.

There is also a Careers Adviser on duty in the Job Shop between 10 am and 3.30 pm during term time for drop-ins, no appointment necessary.

What can you expect from us?

We will:

- provide a friendly, courteous, professional, free service
- give information, advice and guidance that is impartial and in your best interest.
- seek to ensure that you are provided with equality of opportunity, treatment and respect
- conduct your interview in a private interview room, and operate in line with our confidentiality policy
- contact you as soon as possible in the event of our having to cancel your appointment due to staff illness, and offer you an alternative appointment within 5 working days.

Bedford College is committed to the advancement and promotion of equality and diversity. We aim to provide a learning and working environment which values individuals equally.

It is our duty and obligation under the Equality Act 2010 to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The College does not disadvantage individuals by discriminating on any grounds, particularly - Disability, Age, Race, Gender (Sex), Religion and Belief, Sexual orientation, Gender

reassignment, Pregnancy & Maternity and Marriage and Civil Partnership (not applicable to Education).

Your needs will be dealt with in accordance with our policies on equality and diversity, and any information, advice or guidance we provide will not be influenced by your background or situation.

Copies of our equality and diversity, confidentiality and other policies are available on request or from our website at www.bedford.ac.uk.

What do we expect from you?

If you are unable to attend an appointment please inform us beforehand by ringing 01234 291934. We would also ask that you treat staff and other users of the service with respect.

What happens next?

If you decide that you are interested in following a course at Bedford College, we will arrange for you to have an interview with a course tutor or to enrol, as appropriate.

We also have contacts with a number of external organisations, including other learning providers, and can refer you to them if you decide that college is not for you, or if they can help you better than we can.

What do we do with your information?

Your personal information is collected and stored electronically on our database, and used for data collection purposes. It is not shared with any other organisation.

Our quality commitment

The service regularly obtains feedback from its clients and you may be asked to complete a brief questionnaire or respond to a telephone survey. This information is used to help us improve the service we offer.

The College also has a complaints procedure. If you are unhappy with any aspect of the service we have provided, please contact the Student Services Help Desk on 01234 291934. If we are unable to resolve the problem informally, we will advise you how to register a formal complaint, which will then be brought to the attention of the appropriate manager.

The service abides by the requirements of the Career Development Institute Code of Ethics and is Matrix accredited, to ensure that high standards of information, advice and guidance are maintained.

Our careers advisers are experienced, and hold appropriate professional qualifications in careers guidance.

How can the service help people with particular needs?

The service is accessible for wheelchair users and we can arrange for a BSL interpreter to be available at your guidance interview if necessary. Please let us know beforehand if you have any special requirements – we will make every effort to meet them.

If you think you may need extra help to complete your course, we will also arrange for you to speak to our additional support administrator.

Information about the College, including this leaflet, is available in large print format.

Supporting documentation

This Statement of Service is supported by the following documents, all of which are available on the College website www.bedford.ac.uk

- Complaints Procedure
- Equality and Diversity Policy
- Confidentiality Procedure
- Data Protection Policy