

Careers Advisory Service Charter

Welcome to the Careers Advisory Service at Writtle College. We provide impartial advice and guidance primarily to current enrolled students and our alumni up to three years after they have graduated. The service focuses on the needs of **Higher Education Students** studying a range of courses related to the land-based industries, in particular: agriculture, animal/equine sector, conservation/environment, design, horticulture, leisure, and business management.

Our Mission

To enable and empower students to make independent, informed choices for their future careers.

What we offer

Careers education and personal development planning
Career information, advice and guidance
CV consultation through individual guidance interviews and /or email guidance
Training and skills priming for job interviews
Specialist knowledge of land-based sector and graduate job advice
Vacancy service via the Virtual Jobs Notice Board and ongoing email notification to current students
Employer presentations and events
Self-service careers information centre including Internet access
Online Careers information Service, accessible from the Careers Section on Moodle or the CASTLe website <http://castle.writtle.ac.uk/>

Careers information, advice and guidance interviews

Before booking a full interview we ask you to:

- Register with my prospects at www.prospects.ac.uk, to check out the full range of graduate careers advice on offer, such as job sectors, job profiles, postgraduate study and CV writing.
- Browse the careers library to gather relevant information to support your personal research, such as job hunting guides, leaflets on preparing your CV and covering letters.
- Visit the Careers section on Moodle (under the Careers Department) for current vacancies on the Virtual Jobs Notice Board and links to other jobs websites
- Prepare a draft CV

You should then be fully equipped to book a full careers interview with the Careers Adviser either in person, via email or phone. Visit us in the Learning Support area in the main building or Email: Angela.kinloch@writtle.ac.uk or Tel: 01245 424257. The Careers Department offers a basic 24 hour contact service via answering machine and email.

Details of when appointments are available or when you can drop in to see the careers adviser can be found in the Careers Department, in the Careers sections of MOODLE or at the Outreach Point near the Library. Appointments outside these times can be arranged through mutual agreement. Services may be restricted during the Christmas, Easter and Summer vacations.

What should I expect from a Careers Interview

Your careers interview could involve discussing one or more of the following;

- Getting feedback on your CV
- Discussing an application form or preparing for an interview
- A specific query such as 'where do I find out about jobs in a specific area'
- Having no career ideas at all
- Not being sure what to do next
- Possible change of direction queries
- Postgraduate study options

This is not an exhaustive list.

What we cannot do for you

The service aims to empower students to make independent, informed choices for their future careers and as such you should not expect us to:

- Write your CV
- Make appointments for interviews for you
- Make up your mind for you

We are here to help, the final choices are up to you

Careers Information Centre

The Careers Information Centre is open from 9.00am – 5.00pm Monday – Friday. As staff work on a part-time basis, the centre is not always manned, however, students are always welcome at any time when the centre is open to access books and leaflets and to use the computer.

Code of conduct; what we can expect from you, and what you can expect from us:

- You are entitled to expect that staff will be courteous and professional
- You are entitled to expect that staff will be present at the time agreed and that you will be notified promptly if there is a change in arrangements
- You are entitled to expect that any interview conducted will take place in a quiet room that is free from disturbance or interruption
- You are expected to turn up promptly to pre-arranged appointments and notify the Service at the earliest possible moment should you need to cancel your appointment
- Your co-operation in providing feedback on the service you have received is appreciated. You will be requested to complete a feedback form immediately after your interview which we would be grateful if you could place in the box provided.

Your enquiry will be treated confidentially in line with the principle of right to privacy underlying the Data Protection Act. You are entitled to copies of any documents that may be created during your contact with the service. Your details may be held on a database.

Any personal information held will only be used to provide you with careers related information, advice and guidance and to gain feedback on our services to you. Please tell us if you do not want your information to be used in this way.

Dormant records will be kept for no longer than two years. Any records will be kept in a locked area and only made available to staff directly concerned with the delivery of service.

The career guidance at this service is impartial. As a provider of educational courses it is important to note that the College may gain a financial advantage from students enrolling upon its courses. This factor will not affect the information, advice or guidance you receive. The College provides course information at a broad range of alternative institutions.

The career guidance service publicises, signposts and makes the delivery of guidance accessible to all eligible users. This includes making statements regarding target clientele, availability and other relevant arrangements clearly in appropriate locations and publications.

The service follows the Writtle College Equal Opportunities Policy, as outlined in the student handbook.

Feedback, complaints and compliments:

We welcome feedback, either positive or negative, this will be used to evaluate provision and thereby improve the service that is offered to students.

This Charter is subject to review and improvement on at least an annual basis. It is also regularly updated in the light of new legislative requirements.

The service offered by Writtle College to students studying higher education courses is subject to Continuous Quality Improvement and was accredited to MATRIX standard, a unique quality framework for the effective delivery of information, advice and or guidance on learning and work in May 2010. The next MATRIX review will take place in 2013

This document was reviewed and updated August 2011