

BEDFORD COLLEGE

Bedford College Careers Service

Statement of Service

Aim of the Service

It is the aim of Bedford College's Careers Service to provide information, advice and guidance which supports you in making choices about learning and work.

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
- access to a comprehensive careers library
- access to a range of specialist student support services.
- guidance on the opportunities open to you at the end of your course including further and higher education or employment

Guidance interviews with one of our 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 Bedford College does not offer the opportunities best 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. 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 service is open to anyone of any age who may be considering returning to study, looking to progress in their career or wanting to find out about the options available.

How can you contact the service?

You can contact the service by calling in to Student Services on the Mezzanine Floor of the Tower Block at the main college site, or telephoning 01234 291934. You can also e-mail us on studentservices@bedford.ac.uk.

Careers interviews are available by appointment and our normal opening times are:

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

Friday 8.30 a.m. to 4.30 p.m.

Other times may be available by arrangement. Please ring to check.

What can you expect from us?

We will:

- provide a friendly, courteous, 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 promotion and development of equality and diversity. We aim to provide a working and learning environment which values individuals equally regardless of age, disability, ethnic origin, gender, sexual orientation, marital status, religious belief or trade union membership.

Your enquiry will be dealt with in accordance with our policies on equality and diversity, disability and race equality, 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.

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 College Charter and the Code of Principles of the National Board for Information, Advice and Guidance. Copies of these, and our complaints procedure, are available on request.

Our careers advisers are experienced, and/or hold, or are working towards, appropriate qualifications in 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 Adviser. The college has a disability policy which outlines the range of support available. It is available on our website.

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 request:

- College Charter
- Complaints Procedure
- Equality and Diversity Policies
- Confidentiality Policy
- 'What Happens in a Guidance Interview?' leaflet
- National IAG Board Code of Principles.

Updated August 2010