

# Careers Service

## Statement of Service

**Who is the service for?** We provide a free Information, Advice and Guidance Service for all students and members of the public.

**Our Aim:** Our aim is to help you make informed choices about your Education and Training opportunities at Heart Of Worcestershire College and to assist current students to progress within education and also into employment

### What is provided?

Initially you can contact one of our qualified Advisors for an informal chat over the phone. Following this we can book you in for a confidential consultation over the phone, via Microsoft Teams, or at one of our campuses where we can help you to:

- Look at education and training opportunities for progression and offer careers guidance
- Find out more about the choices open to you with Heart Of Worcestershire College
- Make realistic decisions
- Draw up an action plan for your next steps
- Understand how to put your plans into action

#### For our current students we can:

- Look at your education progression route
- Work within your course groups or on a one to one basis to support you with your transition into Higher Education, including advice on applying through UCAS and information on student finance and HE Funding.
- Again we can work with you in groups or individually to look at routes back into employment to include CV advice, interview techniques and job searching

### What you can expect from us

In everything we do we aim to be competent and helpful at all times and take into account your particular needs. We will:

- Listen to you
- Respond to your enquiry promptly
- Ensure booked interviews start on time
- Explain to you what the service can and cannot do for you
- Treat all personal information about you in confidence - we comply with the Data Protection Act and GDPR regulations
- Offer advice on Education and Training at Heart Of Worcestershire College and refer you to a National Careers Service advisor for impartial advice on other Colleges should we not be able to accommodate your needs
- Endeavour to contact you if we need to cancel or change an appointment

## What we expect from you

### We ask you to:

- Attend your interview and let us know if you want to cancel or rearrange
- Think about what you want to find out
- Treat staff and facilities with respect

## How to contact us



**Redditch & Bromsgrove Campus**  
Jo Gill-Smith  
Tel: 01527 572662



**Worcester & Malvern Campus**  
Elizabeth Bruce  
Tel: 01527 572674

[careers@howcollege.ac.uk](mailto:careers@howcollege.ac.uk)

You can also drop into the Advice Centre at any of our campuses and ask to arrange an appointment.

## Easy Access

We provide access for clients and students with additional needs, including wheelchair access and have accessible and private interview rooms available. We also conduct distanced careers interviews via the phone or Microsoft Teams. The majority of our information is in English and printed on computer, however if you require a different format we will endeavour to provide that for you. If Heart Of Worcestershire College cannot help you we will try to put you in touch with someone who can.

## Coronavirus Information

Heart of Worcestershire College is committed to keeping all staff, students and visitors safe. Please be aware that we may not be able to accommodate in-person careers meetings due to the pandemic. If you have any questions or concerns, please see our most up to date information here: [www.howcollege.ac.uk/about/coronavirus-covid-19/](http://www.howcollege.ac.uk/about/coronavirus-covid-19/)

## Giving us Feedback

Gaining client feedback is an important part of our service. We will ask you to complete a brief questionnaire after your appointment to find out how you felt about the service you received.

## Complaints

If you have a complaint, please contact our Head of Student Support and Wellbeing using the details below

**Sal Friel**  
[sfriel@howcollege.ac.uk](mailto:sfriel@howcollege.ac.uk)