

## **BEETS INFORMATION, ADVICE AND GUIDANCE CHARTER**

### **Our Mission**

We aim to be an innovative and professional service offering impartial support to enable clients to make informed career decisions. Our services are designed to help you to feel positive about yourself, raise your aspirations and help you feel confident to take responsibility for your career plans.

### **What You Can Expect From Us:**

The BEETS Service adheres to the Career Development Institute national Code of ethics. This guarantees a quality service which is impartial, confidential, and client-centred, and delivered by members of staff who are approachable and professional.

We guarantee:-

- Our advice and guidance will be impartial and client-focused
- We will work in close partnerships with employers, training providers and others to support your progress.
- Our staff are well trained for their roles and will provide a free, courteous and friendly service.
- Support to help you explore your options through relevant websites, books, and leaflets, posters and provision of accurate and relevant information to meet your needs.
- Support to access the full range of opportunities including apprenticeships, employment, higher and further education.
- Access to our staff for one to one guidance interviews
- Practical support to help you develop relevant employability skills.
- To respect your right to confidentiality and where possible to carry out interviews in a private space.
- To respond to you in line with our policies on equality and diversity

### **What We Need in Return:**

- Commitment to punctual attendance of pre-booked events/appointments or advance notification if you are unable to attend
- Respect for those delivering the services
- Active engagement in career learning and a willingness to take responsibility for your own action plans
- Commitment to undertake any agreed tasks or actions.
- Feedback on our service, if requested

### **Feedback, Complaints and Compliments:**

We welcome your feedback, to help us evaluate and improve our service.

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

June 2016.