

## **STATEMENT OF SERVICE TO STUDENTS**

### **WE PROMISE TO:**

- Be welcoming, friendly and approachable
- Uphold confidentiality – provide a service that treats you and your issues as confidential
- Offer impartiality – this means that your issues are of primary concern
- Provide up to date information
- Offer flexible ways to meet with a Careers Adviser/Co-ordinator - drop-in and bookable appointments to fit in with your schedules. E-guidance service with responses to emails within 5 working days
- Undertake continuing professional development to keep up-to-date and deliver an effective service to you our customers
- Support Equality and Diversity: we are a service that responds to students' needs irrespective of gender, ethnic origin, disability, sexual orientation or age. Appropriate provision will be made to support students' individual needs when they make the Careers Department aware of them.
- Survey students annually - to gather information about the quality, relevance and range of our services and also undertake other surveys to consult you about how we can improve the quality of the services we offer
- Provide appropriate referral to other school staff, educational establishments, services or organisations if we cannot help – we are aware of the boundaries of our expertise
- Comply with legal frameworks and guidance - the Data Protection Act 1988 and Freedom of Information Act 2000, Employment legislation