

CHECKLIST

HOW TO IDENTIFY HIGH QUALITY CAREER GUIDANCE SERVICES

The presented checklist has been developed within the Leonardo da Vinci pilot project MEVOC by an international expert team. More information and the project products are available on the project website.

www.mevoc.net

Who you are

You are looking for high quality career guidance services but are not sure which career guidance institution to choose from the great number of existing offers.

What's this checklist for?

The checklist offers you a list of tips:

- What information should ideally be offered on a career guidance institution's website / in a catalogue
- Which additional questions you could ask the institution on the phone / via e-mail

1. Information that should be presented on the website of the career guidance institution

General:

- Opening hours
- Schedule / course programme
- Detailed description of the course / career guidance contents and aims of the course / career guidance
- Costs and information about refunding / sponsoring
- Contact information
- Areas of specialisation
- Networks the institution belongs to
- List of references and / or client's comments

Qualification of advisors:

The website should include information about the advisor's qualification and experience. Advisors should have the following minimum qualifications:

- University degree in career guidance
- University degree in social sciences (educational sciences, psychology, sociology)
- University degree in human resources management
- Training / coaching certificate
- Regular further training in career guidance skills, information management, labour market development, assessment, as well as job matching and placement

2. Information you could additionally ask (via e-mail / on the phone)

- Does the career guidance process include follow-up offers over a longer period of time?
- Does the institution use client feedback questionnaires and is the client feedback used to improve the services?
- Does the advisor consult only individuals or also groups?
- Does the advisor have the qualification to help the client write a CV and covering letter (also in another language if necessary)?
- Will the advisor use tests and what do the test results tell the client?
- Will the advisor teach the client job-searching skills?
- Will the advisor provide the client with additional information material (e.g. leaflets) adapted to the client's needs?
- Does the advisor have the qualification to prepare the client for an assessment centre?
- Are the costs of the career guidance process refundable (e.g. for students or unemployed people) or are they free of charge?
- Do the institution and the advisors respect the privacy of client data?
- Can the advisor help to find an apprenticeship, vocational schools, further training?
- Are the advisors members of professional associations (national and/or international)?
- Will the advisor help the client to understand course needs for particular fields of work?