



Client Services and Terms of Business

Personal Guidance

Fees

My Personal Career Guidance fee is £75 per session, payable 24 hours in advance by bank transfer (details available on request). Follow up sessions, if required, will be charged at £65 (if booked within 6 months of the last session).

Appointments

Face to face or Zoom appointments can be made by email – careerclarityuk@gmail.com or telephone – 07939 505405 - at a mutually convenient time and place. Appointments are normally an hour in length, with a little flexibility built in as required!

For face to face appointments we would normally meet at my home office (see address below), but in some cases it might be more convenient to meet at a neutral location.

For online appointments, you will be responsible for ensuring you have downloaded Zoom software, have sufficient Wifi bandwidth, are seated in a location where you will not be disturbed and are dressed appropriately. It is important that I can see you clearly, as the skills of guidance rely on reading non-verbal signals.

I require 24 hours' notice for cancellation, or the full fee will be due. Please note it is important to be punctual as I may have other clients scheduled that day.

Please feel free to email me before or after the session with any questions, feedback or support you might need.

Standards and Ethics

At all times in my work with you, I strive to offer the highest quality service. I adhere to my profession's ethical code of conduct (https://www.thecdi.net/write/Documents/Code_of_Ethics_update_2018-web.pdf) and as a condition of my membership of the Career Development Institute (CDI), commit to undertake regular Continuing Professional Development (CPD).

What to Expect

You will find a summary of what topics we could cover in a session in the Services section on my website – <https://www.careerclarity.uk/>. Career guidance is a collaborative, client centred process, driven by your agenda. My responsibility is to manage the session to ensure we are working on the issues that are important to you. If at any time you feel that we are not focusing on areas that are helpful or you feel uncomfortable, please do say – we can re-focus our work! After our session, I will produce a short summary of the main issues and, where appropriate, an action plan with agreed actions and sources of information, if needed.

Do come prepared with pen and paper as sometimes we might complete some exercises to help with your career thinking!

Client Protection

I hold public liability and professional indemnity insurance provided by Hiscox Underwriting.

I am committed to protecting adults at risk and keeping them safe from harm. Copies of my Safeguarding Policies are available on request.

Confidentiality

As stated in the CDI's ethical code (above), my duty is to keep the content of our discussions and any guidance notes produced entirely confidential. The exception to this would be where I believed that either you or someone else was at risk of serious harm, or where information provided related to the prevention or detection of serious crime. In such cases, I would be obliged to contact the relevant authorities.

You are at liberty, of course, to discuss the content of our sessions as you wish!

Data Protection

Your personal data (name, contact details, guidance notes) will be held in accordance to the principles of the GDPR. Guidance notes will be emailed using email encryption software and stored securely on a password protected device, or in a locked cabinet, for a period of 18 months, in case you wish to use my services again. Personal data will not be shared by me with any third party unless previously agreed or required by law. Please see the Privacy Policy on my website for more information.

I am not responsible for any third party organisations, services or websites that I may direct you to as part of our guidance work.

Law

These terms will be governed by and constructed in all respects in accordance with English Law

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Chartered MCIPD

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