

CAREER GUIDANCE SERVICES

CODE: P003

Section: Student

Policy Owner: BOG

Procedure Owner: Student Services Department

POLICY

The policy of the Board of Governors is to provide all ITS students as well as prospective students one-to-one guidance sessions related to assisting a candidate in choosing the right course and career path. Orientation visits and online virtual tours are also offered to secondary and post-secondary schools.

PROCEDURES

Preamble

“Career guidance refers to services and activities intended to assist individuals of any age and at any point throughout their lives, to make educational, training and occupational choices and to manage their careers” (OECD & EC, 2004b).

Career guidance service is to complement this definition and the ITS Mission Statement:

‘Quality learning to achieve excellence in tourism’.

The aim and scope of the Guidance Unit is to increase awareness regarding the variety of courses offered at the Institute, as well as serving as guidance to current students who might be facing challenges regarding their course or career path.

This Unit aims to sustain constant development so as to match the students’ interests, needs and potentials.

This is done by offering opportunities for current students to explore their full academic and workforce potential.

1. Entitlement:

1.1 The Career Guidance Service is accessible to all ITS’ students. It is also offered to prospective students.

1.2 It is free of charge for everyone who is seeking guidance and support related to his/her choice of course and/or career.

1.3 ITS Career Guidance gives equal opportunities to all, irrelevant of their age, gender, race, sexual orientation, social class, ability or any other form of diversity.

1.4 This service is of high quality to ensure that all clients get the best possible service by:

- Appropriately qualified staff
- Offering person centred approach

- Offering service on both individual basis and group basis
- Looking at the individual from a holistic point of view
- Promoting lifelong learning

1.5 The service assists students to:

- Be aware of the available options and choices of courses/careers
- Have relevant and correct information regarding such courses/careers
- Make informative decisions regarding choice of courses/career
- Implement such decisions

1.6. This service is in line with the Career Guidance Policy for Schools, Report 2007.

2. Professional Practice

2.1. Career Guidance Officers will be professionally trained and committed to maintaining their competence through ongoing professional development as instructed by their superiors.

2.2. The Career Guidance Officers work hand in hand with the rest of the Student Support Services team so as to offer professional service to the service users.

2.3. The Career Guidance Officers report to Senior Management for advice or otherwise.

3. Confidentiality

3.1 The Career Guidance Officers, treat as confidential any information concerning ITS students, clients or Management or confidential information to the ITS and the government of Malta.

3.2 Such confidentiality and limitation to confidentiality is to be explained to students and other service users.

3.3 One to one sessions are confidential to the service user. Unless the Guidance Officer has the service user's consent, he/she will not pass on any information to a third party.

3.4. In exceptional circumstances the Guidance Officers may take the decision to breach confidentiality with or without the service user's consent if necessary, where in her/his professional judgement:

- The service user claims that he/she intends to hurt other people
- The service user claims that he/she intends to hurt oneself
- A serious crime was committed.

Ideally, the Guidance Officer should seek to obtain the service user's consent.

4. Service Delivery

4.1. The Career Guidance Officers offer the following services:

- One to one guidance services at the Career Guidance Room.
- Group guidance services.
- Information talks to the general public.
- Information talks and orientation visits to secondary schools.
- Support students during the Interviewing stage if need arises (one to one interventions at the Career Guidance Room).
- Participates in Information sessions regarding courses.
- Participates in Induction sessions at the beginning of each scholastic year.
- Participates in career days and seminars.

4.2 Liaising with all ITS sections, especially the Registrar's Office, Accounts Office, Marketing and PR Office and Academic Staff.

4.3 Work in collaboration with ETC, Education Division, MCAST and University of Malta.

5. Promotion of Career Guidance Service

5.1 The Career Guidance Service is promoted through:

- Information talks to prospective students and their parents
- Induction talks
- Media
- Collaboration with the Education Division and the Guidance Unit in secondary and post-secondary schools.

5.2. Academic and non-academic staff may refer students to the Career Guidance Officers.

5.3 Career Guidance Services should be publicised and promoted among all potential clients. The proper media must be used to reach all eligible users.

6. Supporting Policies and Procedures

The following document will be a point of reference for Career Guidance Officers in the exercise of their duty:

6.1 Career Guidance Policy for Schools

7. Monitoring and Evaluation

This service is evaluated on an annual basis by the Quality Assurance Coordinator. Data is collected by the Quality Assurance Coordinator to ensure quality service.