

UCLan Careers: Confidentiality Policy

UCLan Careers supports students and graduates to develop and enhance their employability skills, make informed career decisions and to take action towards the achievement of their goals and ambitions. Through impartial careers advice and guidance, together with the provision of careers and employability events, workshops and employer talks, staff support individuals to make a success of their future, whatever path is chosen.

Collection of student/graduate information

Throughout the careers guidance process there is a need to collect and collate information relating to the students and graduates we support. Some of this information will be anonymous data collected for planning and monitoring purposes.

Where we collect and record details relating to individuals, for example during one-to-one careers support sessions, students and graduates will be informed of our recording and data storage processes.

When registering for one to one support students/graduates are asked to complete online and/or paper forms. Information regarding contacts and appointments are collated into a careers management system and students/graduates will be advised of this during registration. Concise advice notes and Career Action Plans resulting from these meetings will be shared with the students/graduates and stored appropriately. All information is stored in accordance with the Data Protection Act 1998 and Freedom of Information Act, 2000 (www.legislation.gov.uk/ukpga).

Confidentiality in the delivery of our Careers services

In delivering its services, UCLan **Careers** complies with the Association of Graduate Careers Advisory Service's Code of Practice on Guidance (www.AGCAS.org.uk). Under "confidentiality" the Code states:

"The guidance process should be confidential, and this should be made clear to the individual. Personal information should not be passed on without the individual's prior permission. Any limitations on this should be made absolutely clear at the earliest possible stage."

In accordance with the AGCAS Code above, the limitations on confidentiality are explained below:

- Due to the large numbers of students and graduates visiting *Careers*, individual discussions may not be able to take place in a private area. If students/graduates specifically require a confidential space we will re-arrange the appointment if a private space is not available at the time.
- In explaining the confidentiality policy careers staff will point out that other members of the careers team will have access to individual contact notes and action plans in order to ensure consistency of service and to build on advice previously provided. If there is any information students or graduates do not wish to be shared this should not be recorded in the notes or action points. (Excluding the exceptional circumstances below)
- *Careers* staff will keep concise written information on careers and employability guidance provided. This also includes Career Action Plans which are drawn up by both staff and students and a copy made available for both parties. All documents described above are held by *Careers* in accordance with the **Data Protection Act, 1998** (see above). *Careers* administrative staff have access to this documentation when processing the information, in addition to student/graduate contact details, records of appointments attended and diversity monitoring information.

- In exceptional circumstances UCLan *Careers* will pass on personal information where there is a legal, or “duty of care” imperative; for example, if we are concerned about risk of significant harm to self or others, to prevent the committing of a criminal offence that places others in jeopardy or if we are properly required by an external agency to do so. In such instances, a member of the *Careers* or SASS management team will be consulted and any decision to breach confidentiality will be made.

Disclosure of Disability

Where a student discloses a disability, it is the University’s policy to ask the student to consent to this information being passed on to the Disability Advisory Team so that reasonable adjustments may be assessed. Where the student withholds consent they will be asked to sign a form and this will be kept in a sealed envelope by **Careers** and only used in the event of any future complaint.

Why UCLan Careers Collects Information

The information collected by *Careers* enables us to provide an effective and continuous service to students and graduates in the following ways:

- Collecting diversity information and details of a student’s course/degree helps to ensure that we are incorporating the diverse needs of all our students/graduates in our *Careers* provision. This information appears as anonymous in any reports produced.
- Collection of student/graduate data and keeping individual advice notes/Action Plans allows us to communicate future opportunities and events to students/graduates and provide a consistent and continuous service.
- Gathering feedback from students/graduates enables UCLan **Careers** to evaluate perceptions of, and comments about our services. It is optional whether students/graduates give their details when providing feedback and this is clearly explained on our feedback forms. We use feedback in our promotional materials but, in accordance with university policy, always seek written permission before including any names in publicity material.