

Careers Guidance For You - Portal Frequently Asked Questions

Access to the Portal

- **How do I access the portal now?**

You can access the portal on this link: www.adviza.org.uk/careers-guidance-for-you

- **Do I need to login to the portal?**

Not at present - we have temporarily removed the need to login, so when you click on the link you will be able to see all the content on the portal.

- **Why have you changed this?**

Due to some unexpected technical issues around the shared login, we have temporarily suspended the need to log in to the portal whilst we explore other options. We will keep you updated on progress and notify you of any changes as soon as we can.

- **What if I can see the School log in link on the website?**

We have removed the School Log in link from the website but this might still appear if you haven't cleared your cache (in your browsing history). Please ignore it and access the site through the link above.

- **What if I am still logged in to the portal?**

You should no longer be logged in to the portal but you can check this by going to the footer of the website. If there is a link saying Log out then you need to log out before accessing the portal. It's important to log out, so that if and when you book events you will receive the booking confirmation and joining instructions to your email address.

- **Can anyone use the features on the portal?**

The portal is for use by students, parents/carers and school staff who have a contract with Adviza only. To use the live webchat and to book an event you will be asked to give your name and the name of your/your child's school and year group.

Pre-recorded Careers Lessons

- **Why can't I view the pre-recorded careers lessons?**
We have temporarily removed the links to the pre-recorded careers lessons from the Teachers area of the portal whilst the login issue is being resolved. You can still see a list of the titles and can request the lessons by contacting your Careers Adviser or emailing careersguidance@adviza.org.uk.
- **Can I suggest new topics for the pre-recorded careers lessons?**
Yes, we welcome any suggestions to this resource. Our team will develop new resources based on need. If you have any other ideas about what should be included on the portal please just let us know by emailing careersguidance@adviza.org.uk

Raising Awareness & Updating of Information

- **How are students and parents/carers made aware of the portal?** We ask that schools promote the portal to their students and parents.

The Careers Adviser(s) linked to a school will also be showing students the portal during an individual interview or group interview. Action Plans have details of the portal and we are in the process of producing postcards to give to students that attend small group interviews reminding them to use the portal for research. The postcards will be available once the login process has been confirmed.

Posters will also be produced that can be added to school noticeboards.

- **How often will the information be updated on the portal?**
The digital team will be reviewing the portal on a regular basis, adding new information and events when required and reviewing any information that has become out of date and removing.

Webinars

- **How do I book a webinar or event?** You'll find our upcoming webinars under Events on the menu bar. When you book you will be asked to register to make a booking. This will include your name and email address. You will also be asked the name of your/your child's school, and your/their year group. We need this information so that we can check eligibility and to ensure the booking confirmation and joining instructions are sent to you.

- **Who is eligible to book webinars and events?** Parent/carers and students of those schools that has bought our Careers Guidance for You. Teachers are more than welcome to join too. You will be asked to give your name and school and year group when you book.
- **Are the webinars recorded if somebody can't attend on the date?**
All the parent/carer webinars will be recorded and added to the portal afterwards. Links to these can be found under the Parents/carers section of the portal.

Also, we hope to record all of the employer webinars, but have to ensure we have their permission to do so. Where permission is given we will record these and put links to them in the Students, Parents/carers and Teachers sections of the portal.

- **How many spaces are available at each webinar and are places offered to those that book first?** Each webinar can accommodate up to 1,000 attendees.

Should we be in a position where bookings exceed this number then we would offer a second date to ensure all those that want to attend are offered a place.

Webchat

- **Who responds to students, parents/carers using webchat?** The digital team consists of several Advisers, all are qualified to Level 6 in Careers Guidance.
- **Is webchat available all day 9.30 – 5.00 p.m. Monday – Friday?** Webchat is staffed throughout the day. During busy times and if an Adviser is unavailable to respond immediately, there is a message facility and an Adviser will respond as soon as they become available.
- **Can I leave a message out of webchat normal hours?** Yes, you can leave a message and an Adviser will respond the following day.
- **Is webchat available during the school holidays?** Webchat will not be staffed on a full-time basis during the school holidays. Any users will be able to use the messaging facility and an Adviser will respond within 2 days.

Data Protection and GDPR

Use of the portal is based on consent and schools must inform Users (including students/parents/carers and school staff) that their school has purchased access to the portal on behalf of the users. Limited information is captured during the use of the portal itself (e.g. IP Address) and details can be found on the site. Further personal information is requested during the sign up stage for webinars and events in order to check eligibility and to provide access to the event. The use of the live webchat facility is also consent based and basic information (e.g. Name, School, Age) will be captured to check eligibility and to provide our Advisers with information to assist in the enquiry. Any additional information that is shared during the webchat conversation will be based on the nature of the enquiry and what the user is prepared to share but it remains consent based. Information will be retained in the webchat system for 13 months following the conversation.

Information provided by education establishments under the Careers Guidance for You delivery contract will not be added to the portal; it will be processed in accordance with the Information Sharing and Data Protection section of the school's contract for the purposes of providing Careers Information, Advice and Guidance Services.

Each school can refer to your Contract Agreement for the full details of the Data Protection and GDPR processes. Further information can also be found on our website.

We will inform you and update our Data Protection, GDPR and Information Sharing policies to reflect any future changes to the login process for the portal.