

BEST PRACTICES

This document will answer the question:

“What can I expect from the COMPASS team and the program?”

1. Voluntary Participation Participation in the COMPASS career decision making program is voluntary.
2. Involvement As a participant in the program, it is necessary to attend all sessions (3-hour workshops) and complete all reflective assignments (3 hours daily).

The goal of our programming is to assist adult learners in *setting a career direction*, and participating in a cooperative and collaborative process with the facilitator and other co-learners in the program. Following the structure of the program is one key to success.

COMPASS deliverables are to:

- summarize each assessment with a list of up to four occupations of interest,
- choose four occupations
- compare and evaluate the fit of each occupation with preferred skills, values, preferences, aptitudes and interests
- choose one occupation to research in detail:
 - gather labour market information online and provide evidence of positive work prospects
 - report on (at least) one informational conversation
 - gather information on programs, courses, or other strategies aimed at filling skill gaps
 - complete an Action Plan report

Three months following the completion of the program, Compass staff will contact participants by phone or email to discuss your progress.

3. Professional involvement Staff of the COMPASS PROGRAM are employees of MCC BC's Employment & Community Development department, and are members of the BC Career Management Association, ENET Education Society, and CCEDNet; therefore accountable to the Code of Ethics of these associations. Staff will provide authentic professionalism, integrity, structure, resources, and positive feedback throughout your 8 – 30 hours of programming.

COMPASS ~ Setting Career Direction

4. No Guarantees The COMPASS career decision making program offers all four steps of the career decision making process: self-knowledge, career exploration, decision making, and action steps.

Success is generally experienced by those who have a Grade 10 reading comprehension level or higher, are comfortable with computers, attend every session, complete assignments, and commit to 6 to 12 informational conversations with people in their chosen field of interest.

The program is designed to assist adult learners in setting a career direction; it is unrealistic to assume that a definite occupation will be chosen by the end of nine days.

5. Risks Career Decision Making is offered in a group or by individual appointments and online. Three areas may impair judgment: decision-making confusion, commitment anxiety, and external conflicts. It may be necessary to discuss these areas if difficulty is experienced during the program.

Confusion is a normal part of the career decision making process. Having some degree of comfort with ambiguity is an asset.

6. Confidentiality Participants will be asked to complete an Intake Questionnaire that includes social insurance number, telephone number, email address and other pertinent information for the Ministry of Housing and Social Development (the funders of MCC Compass) and the referral agency (on a need-to-know basis). Personal information may be shared with MCC Compass staff and case managers, anyone involved with helping participants meet program requirements.

Personal information is stored in paper and electronic form: the intake questionnaire, the referral from CARE or YERC offices, and transferred to a database for statistical purposes and program delivery planning. Hard copies will be shredded at the completion of the contract (2007 – 2010). Electronic information will be deleted at the conclusion of the contract (2010) or later if the contract is extended until 2011.

Throughout the Modular, Express, and Extended programs, co-learners generally share personal information. It is understood that *'what's said in the room, stays in the room'*. However, it's also understood that facilitators cannot control the content of conversations between participants.

COMPASS ~ Setting Career Direction

7. Exceptions for Staff and Participants In situations where there is evidence that an individual is contemplating harm to themselves (or others) or is engaged in illegal activity, staff are required to report this to their supervisor immediately, who will in turn make an official report to the relevant legal and/or medical authorities.
- In circumstances where the group process is not a positive experience for a participant, we encourage participants to discuss other services available to them within the organization or community. Participation may be terminated at any time.
8. Professionalism We believe that one of the most effective approaches to career decision making is to examine satisfying activities in the past in order to gain insight into transferable skills and motivational patterns.
- We believe in a solution-focused approach to career decision making.
- We believe that every individual is gifted in unique ways and the ultimate success is to be able to articulate those gifts and determine work environments that will affirm those gifts.
- We believe everyone is employable.
9. Records As stated above, all records will be destroyed at the end of the 2010 (our current contract period) or later if the contract is extended.
10. Guidelines COMPASS staff is required to commit to the MCC Code of Ethics. For those registered with other associations, staff is held bound to their Code of Ethics. Example: [ENET Educational Society](#) and the Career Management Association of British Columbia.
11. Licensing Regulations COMPASS is an adult education model versus a counseling or therapeutic model. Staff has been hired on the basis of past experience, credentials, and transferable skills. Currently all COMPASS facilitators are in the process of renewal, evaluating competencies and completing the requirements for the CCDP designation, Certified Career Development Practitioner.
12. Credentials The COMPASS staff consists of a multi-disciplinary team of five:
- More than 40 years combined experience in the employment industry
 - More than 30 years combined experience in the business industry
 - Credentials include: Bachelor Degree in Psychology; Bachelor Degree in Adult Education; Business Administration degree, in progress; MBTI Certification, Cross-Cultural Counselling Certificate, Provincial Instructors Diploma Certificate, and Job Club Leadership Training.

COMPASS ~ Setting Career Direction

13. Fees/Charges There are no fees for these services. COMPASS is funded in whole or part through the Canada-British Columbia Labour Market Development Agreement.
14. Disputes & Complaints MCC BC ECD has a Conflict Resolution process in place for staff and participants. Complaints may be forwarded to the COMPASS Program Manager: Marion C. Tansey (604-859-4500) mtansey@mccbc.com) or the Director of the department: John Dawson(604-859-6790) jdawson@mccbc.com).
15. Cancellation Policy If participation with MCC Compass is cancelled, staff is required to inform case managers, either at CARE (Career Assistance and Resources for Employment) or YERC (Youth Employment Resource Centre).
16. Affiliation Relationships MCC BC's Employment department was formed in 1990. Throughout the years relationships have been formed with other service providers in the surrounding communities and across Canada. A list is available on our website: <http://mcccd.bc.ca/partners.htm>.
17. Supervisory Relationships The Program Manager for MCC Compass is Marion C. Tansey. She has worked in the field for 25 years. The Director has been with MCC BC Employment department for 15 years.
18. Colleague Consultation If more than one staff person is entrusted to the participant's career decision making process, they may consult with each other to determine additional ways to support our participants.