



SMITHELLS CAREERS

TA & JJ Smithells Ltd

SMITHELLS®NZ
shaping careers

Directors:

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FAQs (FREQUENTLY ASKED QUESTIONS): INFORMATION SHEET FOR REGULAR (ONGOING) & NEW CLIENTS & CLIENT FAMILIES

Who are Smithells Careers?

Tim & Juliana Smithells are Smithells Careers. **Smithells Careers** is a totally independent professional service business specializing in high quality career path planning with young people aged 15-30 years who seek first or clearer directions for their lives and work. Smithells Careers aims to be a model of best practice in the careers field.

Both Tim and Juliana Smithells are qualified, highly experienced career professionals. Both are professional members of CDANZ (the Career Development Association of NZ). They each have more than 25 years' experience in career planning with secondary and tertiary students, with apprentices, other young people aged 16 – 30 in the workforce and with those considering a change in career direction.

Where is Smithells Careers based?

Tim and Juliana work and see clients **from rooms at South City Health, 91 Kahikatea Drive, Hamilton 3206**. South City Health is on SH1, opposite Alison St, and next to the big Gallaghers building. It is close to Waikato Hospital, Hamilton Lake (Lake Rotoroa) and the CBD. See separate document for directions, or look on Google Maps or a GPS.

Parking: There is plenty of off-street parking, in the sealed area behind South City Health.

To find us: Once at South City Health, come through the big main doors at the side of the building. Turn to your left, take a seat and wait. Look for the Smithells Careers sign. When we are ready, we will come and meet you. (Note: the medical centre receptionists do not act as receptionists for Smithells Careers.)

How long do appointments take?

Appointments typically take between 2.5 and 2.75 hours. If during the session, issues or complexities come up that might impact on your career path choices and decisions, these may need to be addressed and resolved there and then, so your appointment may take a little longer, and add to your costs.

How much will it cost and when do we pay?

Like many other professional businesses, Smithells Careers charges by the hour and part-hour for first and subsequent / follow-up appointments. So if your appointment takes 2.6 hours, we charge for 2.6 hours. Charges for most first appointments fall between \$595.00 and \$695.00.

Unless specific arrangements for payment are negotiated with us **before** your first session, payment by cheque or cash is due at the end of each appointment. Arrangements may also be made to pay by online banking on the same day. All payments are to be made in full within seven (7) days. We do not have EFTPOS or credit card facilities available. Any account not paid on the day of the appointment, or where we post or email an invoice to you, will incur an administration fee of \$15.00.

How do we work?

When you come to your appointment...

- Tim meets with you and your parent(s) / partner briefly, so we all 'start on the same page';
- Tim then works with you 1:1 to explore and explain the **findings** from the information in the summary we received when you booked or confirmed your appointment;
- We build up with you a picture of what makes you the **unique** person you are, of what matters to you and of the **career direction(s) or occupations of 'best fit'** to your **unique** mix of **skills, interests, values and preferences**;
- We look at and list the available **options** for those career directions or occupations, and pinpoint the 1-3 options that fit you and your unique situation best;
- We set in place with you some steps in an **action plan**;
- For the last 15-30 minutes or so, or so, with your OK, we invite your accompanying family members, friend or partner back in. We outline our findings, your options and plan of action, get their feedback and discuss.
- In most cases, we provide you with resources to take away, including **photocopies** of extra summary pages, two or more **handwritten summary sheets** with your preferred options and action plan, a **career exploration sheet** and **printed materials or web links** specific to your preferred next step.

Before your appointment

If the person coming to the appointment has not yet done the set of Questionnaires indicated on his/her Appointment Sheet, go to:

<http://www.smithellsnz.com/instructions-to-access-and-complete-questionnaires.php>

and follow the step-by-step instructions. In the unlikely event of your having any difficulties (and these are very rare), please select <Contact> on the top menu bar, then select <About Questionnaires>. Send a message. Be clear and specific about the difficulty you are having.

Remember when you have finished the Questionnaires, wait until the message on screen tells you that the email with your *Career Information Summary* attached has been sent to you. When you receive this email, with your Career Information Summary attached forward the email (with the attachment) to admin@smithellscareers.co.nz so that we can prepare fully for your appointment. We need to receive the email and your attached summary at least 10 days before your appointment.

Smithells Careers cancellation policy and charges

As is the case with many other professionals, we typically charge for any appointment cancelled or postponed less than two working not weekend days before the scheduled time. We will have already spent time preparing for your appointment from the information in your *Career Information Summary*. If you have been provided with consultation time by telephone in advance of a first appointment and then cancel your first appointment, you will be invoiced for the telephone consultation time as well, regardless of the stage at which you cancel the appointment.

What approach does Smithells Careers use?

We use an approach based on each person's uniqueness, and the evidence in his/her *Career Information Summary*. We use self-report questionnaires to build up a unique picture of each client. Your answers to the Smithells® Questionnaires (that show in your *Career Information Summary*) save us asking you lots of extra unnecessary questions during your appointment. We want all our clients to leave with a clearer sense of who they are, what matters to them and their unique mix of skills, interests, values, preferences and strengths. We want all our clients to understand the link between their unique mix and the career directions that fit them best.

We chose a uniqueness-based approach because so many clients said they were unhappy with 'cookbook' methods and psychometric tests. At best, these only provide very general information that may or may not be helpful to any one individual. Over the last 25 years, we have developed, tested and continued to refine our own model, questionnaires and planning process. These are copyrighted, registered and trademarked.

Our model is based on a sound understanding of careers and career planning; of teenagers and young adults; of motivation, behaviour and learning; of secondary and tertiary systems and qualifications in NZ and other countries; of tertiary providers and programmes and of the labour market in all sectors of the NZ economy.

Nationally, the Smithells® Career Planning System has benefited over 18,000 younger people aged 15-30 years. In feedback, they say our approach is 'fun', 'covers everything', 'makes you think' and is 'good value for money'. We do not believe in 'one-shot' (single session) career path planning. When we accept a young person as a client, we also accept you as a client family, and are with you 'for the long haul'.

Equally like you as parents, we want 100% of our clients to plan and take their next step accurately, in a career direction that suits them well, into a labour market sector where there is employment, and doing work they will enjoy. Many client families have been with us for 7 - 10 years or more. Most of our clients return to see us, to fine-tune their plans, to seek advice about subjects, courses and/or options for apprenticeships, polytechnic or university, study or work, or for planning their next step(s). Many satisfied clients and client families refer other family members, partners, friends, schoolmates, teammates, workmates or colleagues to us.

What is Smithells®NZ?

Smithells®NZ is a trading name for First Careers (NZ) Ltd - a wholly NZ owned and operated careers business. First Careers contracts the Smithells®NZ web team to manage the Smithells®NZ website, where young people do the online questionnaires. First Careers also contracts Tim and Juliana to train, approve and support handpicked independent career professionals known collectively as the Smithells® Group. Each member of the Smithells® Group is an Approved Smithells® Professional and specially trained to understand and use the Smithells® Career Planning System in their work with young people aged 15-30 years.

Both versions of the Smithells® Career Planning Questionnaires (for new and returning clients) are available only on the Smithells®NZ website (www.smithellsnz.co.nz) in an interactive, 'click and tick' format. Access to the Questionnaires costs \$68.00 for the online Questionnaires and \$40.00 for the Update Questionnaires.

How does Smithells Careers keep information confidential?

Your information from interview and questionnaires is confidential to you, to Smithells Careers and to anyone you agree it can be shared with (for example, with parents, partner, other family members, or a close friend). We store your records securely for 10 years from your last contact with Smithells Careers. First Careers and Smithells®NZ do the same with your electronic records. Your records will then be destroyed confidentially, unless you have indicated in writing, that you want your records kept for a longer time period.

We look forward to our work with you.

