our one-on-one job search service provides:

Individuals with:
- exploration, identification and clarification of interests, abilities, skills, education and experience in relation to short and long term career and employment goals
- exploration of occupational and training requirements related to career and employment goals
- orientation to the workplace – rules and expectations of employers, rights and responsibilities of employees, and Canadian workplace culture
- counselling and coaching in life skills that support successful employment
- support for disclosure of disabilities that may affect workplace participation
- preparation of job search tools such as resumes and applications, interview and job search strategies, and school and training records
- support in assessing qualifications against job requirements
- information about and supported access to professional accreditation, language, credential and prior learning assessments
- support, mentoring and coaching during the job search process, referrals and access to other services including, but not limited to, education and training
- guidance on apprenticeship in skilled trades

Our service commitment/pledge:
You will find our staff to be caring, respectful, courteous, helpful, professional and considerate at all times. We respect your time, and strive to be available when and where you need. We know that your time is valuable, so we work hard to serve you as quickly as possible, which includes assisting you with accessing accommodation for special needs.

You are at the centre of everything we do. We listen to what you tell us and provide service in collaboration and in consultation with you, recognizing the diverse needs of our users.

You can count on our centre and our competent staff to have the most accurate, up-to-date and relevant knowledge, information and resources to help you get what you need. You can count on us to listen to your needs and questions, and guide you through the process of getting the services you require from start to finish.

We are accountable to you. We monitor our results and adjust our services continuously to ensure that you are getting the service you deserve. We respect your right to privacy and value the trust you place in us.

How you can help:
- providing timely, complete and accurate information
- ensuring we always have your most recent contact information
- treating our staff and centre with courtesy and respect
- honouring your commitments with us
- providing us with feedback

Our service standards provide:
- convenient and extended hours of service
- relevant and reliable information and tools, day and night on our website
- you can count on us for ongoing support and follow up, until we mutually agree you don’t need our support anymore
- we will be your one-stop source for quality, relevant, accurate and up-to-date information, resources and service. If we don’t have it, we will help you find it
- our ‘living’ service plans will ensure that you always know what you need to do, what we need to do, and what you can expect in the future
- flexible, seamless service available across the channels of your choice – in person, web, or phone

We value your time:
- no appointment necessary for the first visit
- scheduled appointments within 3 business days
- all messages returned within a business day
- you will not be kept waiting longer than 5 minutes for your scheduled appointment
- weekly contact with you, through the channel of your choice or as negotiated
- employer job postings will be posted within 24 hrs

Your comments and concerns:
We are committed to listening and addressing your service concerns at the first point of contact. We view effective resolution as a very important part of our commitment to improving how we deliver our services to you. Let us know, we want to help!
- Talk to your Employment Consultant or a Resource & Information Consultant
- Fill out our in-house comment and concern ballot found at the front entrance

Valerie Loucks
Manager, Employment Services
Lambton College
Valerie.Loucks@lambtoncollege.ca
519-877-1091

Your privacy will be respected and protected. You will always receive an acknowledgement within 2 business days and a response within 5 business days.