

### **Principles for the Provision of Career Counseling Services of the Centre for Foreigners JMK**

- The service is offered free of charge.
- We offer the counseling services at the Centre for Foreigners JMK (Kounicova 13, Brno), or online via the Google Meet platform (the consultation will not be recorded).
- If you do not speak Czech or English, we can provide interpreting into Ukrainian, Russian, or Arabic.
  - If you would like an interpreter, it is necessary to notify us in advance.
  - Interpreting will be provided only when necessary.
  - Please, do not reach out to the interpreter after the consultation with any other questions.
- The length of the consultation is 50 minutes. You can agree for another consultation with the consultant.
- The maximum number of meetings is 10.
- If the client is late to the agreed consultation, it will not be extended.
- At the beginning you will fill in a client registration card.
- You can end the cooperation at any time without giving a reason (a telephone, verbal, or written notice of termination is sufficient).
- If you cannot attend the consultation on the agreed date, please let the consultant know at least a day before the meeting. The consultant has the same obligation.
- The consultants reserve the right to refuse to consult or to end cooperation in the following cases:
  - The client does not show up to the agreed meeting and does not contact the Centre for Foreigners within one month at the latest.
  - The client cancels 3 consecutive meetings.
  - The client verbally or physically attacks the consultant.
  - The client repeatedly shows signs of intoxication (e.g., alcohol, drugs).
- If the discussed situation is beyond the consultant's competence, the consultant shall provide a contact for another expert.
- The consultants are obliged to maintain confidentiality according to the internal regulations of the Centre for Foreigners JMK, even after the end of cooperation. The exception is the obligation to report cases defined by law. By agreement, the consultant may pass on some of the client's data to a collaborating subject (employer, the Labor Office, the NCO NZO (National Centre for Nursing and Non-Medical Health Professions), and others).
- The cooperation with the Centre for Foreigners JMK is voluntary and the results of the cooperation mainly depend on your active approach. We will not solve the situation for you, but we will support you so you can solve it yourself.
- We guarantee a professional and individual approach and discretion.
- The relationship between the consultant and the client is professional. Please contact and communicate with the consultant only through official channels.
- It is possible to agree on a change of consultant.