

# FAQ

## Career Coaching for Ontario's Grade 9 & 10 Students



### **APPLICATION PROCESS:**

#### **Who are Career Coaches, and what do they do?**

Career Coaches are volunteers who engage in small group career conversations with Ontario's Grade 9 and 10 students. In this role, you'll share your career journey, answer student questions, and help them connect their interests to real-world opportunities. These conversations give students valuable insight into different career paths, the skills needed for success, and how learning in school connects to the world of work.

#### **Who is eligible to become a Career Coach?**

We welcome individuals from all industries and backgrounds who are passionate about sharing their career journey and inspiring the next generation. Ideal Career Coaches are individuals who:

- Enjoy mentoring and engaging with students through meaningful career conversations.
- Come from diverse industries and backgrounds, offering unique perspectives on career pathways.
- Are eager to share their experiences, including how education, training, and career choices shaped their journey.
- Provide real-world insights into career fields, industry trends, and workplace expectations.
- Value career development and want to help students explore their options with confidence.
- Foster an inclusive and encouraging environment for students of all backgrounds and abilities.

If you're excited to guide and empower the next generation, we'd love to have you as a Career Coach!

#### **What level of commitment is expected of Career Coaches?**

Whether you can participate in a single session or multiple sessions throughout the school year, every conversation you have with students makes a meaningful impact.

Sessions typically take place during school hours and can range from 75 minutes (one school period) to a full day, depending on the school's needs. Our team will work with you to match opportunities based on your availability and interests. You choose how often you participate—every session helps students gain valuable career insights and confidence in their future.

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### How long does it take to complete the application?

The application takes about 10–15 minutes to complete. It helps us learn more about your background, experience, and the unique perspective you bring to the program.

### Do I need to submit a resume or additional documents?

No, a resume is not required. However, if you have a current Criminal Reference or Vulnerable Sector Check (completed within the last two years), you can upload it during the application process.

### Why do I need to consent to a Criminal Background Check?

A Criminal Background Check is required to ensure the safety and security of all program participants. Since Career Coaches work directly with individuals who may be in vulnerable situations, this measure helps maintain a safe and professional coaching environment. The background check is part of our commitment to fostering trust and integrity within the program.

### How do I complete the Criminal Background Check?

Our team will provide instructions on completing your volunteer screening through Sterling Backcheck. The process is quick and easy, and we've made it as simple as possible—plus, we cover the cost for you!

*Here's what to expect:*

- You'll receive an email from Sterling Backcheck with a link to complete your background check.
- Check your inbox (and spam/junk folder) for an email from [onlineorders@sterlingbackcheck.com](mailto:onlineorders@sterlingbackcheck.com).
- If you don't see it, contact us at [careercoaches@hiec.on.ca](mailto:careercoaches@hiec.on.ca), and we'll resend it.
- Take your time when answering verification questions—one wrong answer (like mixing up your birth month and birth date) may require additional ID verification.
- Once completed, it will take about 24 hours to process. After your background check is cleared, our team will confirm your next steps.

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### How much does the Criminal Background Check cost?

Nothing! We cover the full cost of the Criminal Background Check, so there's no expense to you.

### What is Sterling Backcheck, and how is my personal information protected?

Sterling Backcheck is a trusted provider of background screening services used by organizations across Canada to ensure safe and secure environments for volunteers and employees. As part of our Career Coaching program, Sterling Backcheck conducts Criminal Background Checks to meet school board requirements.

#### *Privacy & Data Protection:*

- Your personal information is securely processed and stored by Sterling Backcheck in compliance with Canadian privacy laws.
- HIEC does not store or have access to your full background check details—we only receive confirmation of your clearance.
- Once your check is completed, Sterling Backcheck retains your information only as long as required by law and does not share it with third parties.

For more details on Sterling Backcheck's privacy policies and FAQs, you can visit their website: <https://www.sterlingbackcheck.ca/resources/frequently-asked-questions/>

If you have any concerns about data privacy, feel free to reach out to us at [careercoaches@hiec.on.ca](mailto:careercoaches@hiec.on.ca).

### Can I choose between in-person and virtual sessions?

Yes! You can indicate in your application whether you prefer:

- In-person sessions (at local schools)
- Virtual sessions (via Zoom, Skype, etc.)
- Both options

### How far do I need to travel for in-person sessions?

You can select your preferred travel distance in the application, and we'll match you with opportunities accordingly.

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### What happens after I submit my application?

Once you submit your application:

- Our team will review your information.
- You'll receive details on completing your Criminal Background Check

Once you've completed your application and background check, you may be contacted by HIEC or one of our partner organizations to coordinate your first Career Coaching session. Since we work closely with community partners, outreach may come from one of these groups to match you with an opportunity that aligns with your availability and preferences.

Keep an eye on your email (including your spam/junk folder) for session invitations and next steps.

If you have any questions or need to update your availability, feel free to reach out to us at [careercoaches@hiec.on.ca](mailto:careercoaches@hiec.on.ca)

### Who are your partner organizations, and how is my information shared with them?

HIEC collaborates with a network of schools, school boards, community organizations, and industry partners to coordinate Career Coaching sessions. These partners help facilitate student engagement, session scheduling, and program delivery across Ontario.

To effectively match you with a Career Coaching opportunity, we may share only the necessary details with our partner organizations, such as:

- Your name and contact information – To coordinate scheduling and session logistics.
- Your professional background and industry – To align your expertise with relevant student groups.
- Your session format preference (in-person or virtual) – To match you with the right opportunity.

Your privacy matters to us. We do not share sensitive personal information (such as background check results) with our partners. All information is handled securely and in accordance with privacy regulations.

If you have any concerns or want more details, please contact us at [careercoaches@hiec.on.ca](mailto:careercoaches@hiec.on.ca)

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## *Career Coaching for Ontario's Grade 9 & 10 Students*



### **CAREER COACHING SESSIONS**

#### **When will coaching sessions happen?**

Career Coaching sessions will take place throughout the school year and will be scheduled based on each school's needs. Sessions typically occur during school hours, either in the morning or afternoon.

Our coordination team will work with interested Career Coaches to determine their preferred days and times, ensuring a flexible and convenient scheduling process.

#### **What is the structure or format of Career Coaching sessions?**

Most Career Coaching sessions will be held in person at high schools, though virtual opportunities may also be available. Sessions typically follow a small-group format, with one Career Coach engaging in conversations with six students at a time to allow for meaningful discussions.

During the application process, you can indicate your preferred format—whether in-person, virtual, or both—and our team will use this information to match you with opportunities that fit your schedule and comfort level.

On the day of your session, our Coordination Team will be on-site (or online for virtual sessions) to provide support and ensure everything runs smoothly. Your role is simply to engage, share your story, and inspire students through conversation!

#### **How do I know what to speak about during my coaching session?**

Career coaching sessions are designed to be interactive, engaging, and conversational—no formal presentation is required! Your role is to share your career journey, industry insights, and advice to help students explore their career paths.

Career coaches will receive a facilitation guide with suggested discussion topics and key questions to help guide the conversation. Our team will also be available to provide support, ensuring you feel comfortable and prepared for the session.

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### Is this informal, or am I expected to give a presentation?

Career Coaching sessions are informal and discussion-based rather than lecture-style. No slides or formal presentations are needed! Once onboarded, you'll receive a facilitation guide with conversation prompts and helpful resources.

### I've completed an application but haven't been invited to a Career Coaching session yet. What should I do?

Thank you for applying to be a Career Coach! Our team is actively matching volunteers with upcoming career coaching opportunities based on school needs, session formats, and availability.

If you haven't received an invitation yet, don't worry—sessions run throughout the school year, and we will reach out when there's a suitable match. In the meantime, here's what you can do:

- ✓ Check your email – Keep an eye on your inbox (and junk/spam folder) for session invitations from our team.
- ✓ Ensure your background check is complete – If your Criminal Background Check is still pending, that may delay participation. If you're unsure of your status, reach out to [hr@hiec.on.ca](mailto:hr@hiec.on.ca).
- ✓ Update your availability – If your schedule has changed, let us know so we can match you with the right session.
- ✓ Stay connected – If you have any questions or want to express interest in specific dates, email us at [careercoaches@hiec.on.ca](mailto:careercoaches@hiec.on.ca)

We appreciate your patience and look forward to connecting you with students soon!

### OTHER QUESTIONS

#### Is this a paid position?

No, this is a volunteer opportunity. However, if you're interested in a paid Career Coach Facilitator role, you can explore [available job postings](#).

#### What if I have more questions?

We're happy to help! Reach out to our team at [careercoaches@hiec.on.ca](mailto:careercoaches@hiec.on.ca) for any additional questions.