

## Frequently Asked Questions

### **Q: I've never done anything like this. What should I expect?**

The exact deliverables for a specific service are available on the career consulting page. As far as working with a coach, you will receive personalized attention from a career expert who will use impactful questions to best understand your career objectives and work toward meeting them. Expect a mix of guiding questions, thought partnership, and action steps to help you with what comes next.

Like any other relationship, the more you put into your sessions, the more you'll get out. Those who get the best results are receptive to feedback and open to doing the work after the session is over.

### **Q: How are consultations conducted?**

Consultations are done either by voice/video call. This is done for your convenience as well as due to the fact that we cannot always be in the same place at the same time. You must ensure that you have decent network coverage; however, if this is not achievable a later time and date will be scheduled at no additional fee.

### **Q: This is a huge investment for me. What happens if I do not enjoy the service? Can I get a refund?**

We're happy to report that these problems arise on less than 5% of all sessions, as evidenced by our average rating of 4.85/5.00 stars. Nonetheless, our world-class customer care team is standing by, and is committed to resolving any issues that come our way.

### **Q: How long does it take to start working with the coach?**

After you book a session, I will confirm the booking and be connected to you via email by the next business day (keep an eye on spam). If you haven't heard from your coach by then, just contact [nabeel@nabeelabed.co.za](mailto:nabeel@nabeelabed.co.za).

### **Q: How long does it take to complete the written coaching services: Resume Review, Resume + LinkedIn Review, Cover Letter Writing?**

Usually I start working with your resource pack the moment we put the phone down. It could take up to a week to gather your information tailored for you. In many cases the most is 3 days but this also does depend on my schedule.

### **Q: Which kind of service am I getting?**

Career advice deals a lot with what the client has in mind. CV and cover letter will be looked at. A one hour session is scheduled to discuss in detail about your intentions and where you would like to work. The consultant would then research all the related information, and compile this into a document and forward the document to you. Contact details and important information such as visa information will be presented to you.

### **Q: What is the resource pack?**

After your first consultation, research is done for the required information. Contact details are gathered along with other valuable information that you need. This is all combined into a document that you will use to apply for the jobs. Research is not done by using random searches on Google, rather, specialised, personnel are consulted with such as government agents, company management and so on. This is done so that the most up to date and legitimate information can be given to you.

### **Q: How many sessions do I need?**

This depends on you. If you feel you need clarification on certain issues, then another consultation needs to be scheduled. There is always a first session which is compulsory, the sessions to follow if needed come in after the resource pack is given to you and also after you start applying to jobs.

Questions that you may have related to your replies from job applications can be discussed via email, if they can be answered in short. Clients usually like to gather all their questions related to applications, contract issues, and decisions and then schedule another session so all can be discussed at once.

Do note that every new session that is scheduled; a new registration form must be filled out with all formalities completed including payment.

### **Q: Are there any consultation packages?**

Some clients prefer to pay for multiple consultations and some prefer to pay as they go along. Consultation package basically refers to the amount of sessions you take, the services are the same. How you schedule your sessions within the package needs to be discussed so that there are no clashes. You can choose to take 4 sessions for the month, one every week, or you could take more than four and just space them out.

### **Q: What if I am not satisfied with my coaching session?**

We strongly recommend you express any questions, concerns or comments to your coach. In nearly all cases, your coach will be able to help you find a resolution, as long as you communicate with them.

### **Q: What if I am not satisfied with my resume or cover letter?**

Once the final version of the resume or cover letter is delivered, we cannot issue a refund. Should this issue arise, please communicate with your coach to work toward a resolution. This resolves nearly every case. Your suggestions are always welcome and will be considered.

### **Q: Does the Consultation include recruitment?**

A career consultant is not a recruiter therefore the consultation does not include recruitment unless I am able to assist directly in recruitment. Do note that while there is a fee for consultation, there is no fee for recruitment as the services are not linked to each other.

**Q: What happens after I do find a job?**

A career coach/ consultant is not a recruiter, therefore, we do not forget about you. Rather we build lifelong relationships and are always with you.