

The Careers Group, University of London Statement of Service

This Statement outlines the standard of service you can expect as a student, graduate or staff client of The Careers Group, University of London.

Who we are

We are a network of careers services operating throughout the University of London and beyond.

Our mission is to contribute to the public benefit by enabling organisations to educate and develop individuals to achieve and maintain career success.

What we do

We provide undergraduate and graduate focused careers education, information, advice and guidance. We engage individuals in a career management process that empowers them to discover their range of options and make appropriate choices in developing their careers.

We do not place individuals in particular roles but aim to equip them with the skills and insights to take control of their career direction. Each member service applies this process through different activities, determined by the needs of their college and client group.

About our team

Individuals working in any of The Careers Group's services are welcoming, impartial, and committed to providing information, advice and guidance centred on the needs of their clients.

All staff engage with ongoing, professional training which enables them to stay up to date with graduate labour market trends and be competent in their roles. We comply with relevant professional standards including the Matrix Standard for information, advice and guidance and the Principles of Coherent Information, Advice and Guidance.

We are more than happy to provide further reassurance about how we quality assure our services, and you can find a full list of standards and codes of practice we adhere to at the end of this Statement.

You can help us by *always treating our team and other users with respect, and using our feedback and complaints procedures if you are in any way dissatisfied.*

Who can use our services?

We provide a careers service for current students at all colleges which subscribe to The Careers Group. You can view a complete list of these at the end of this Statement. Most services are free to these students. When we are required to make occasional charges these will be clearly explained in advance.

Graduates of these colleges are invited to pay a small fee to join GradClub, which offers free or heavily discounted use of our services for two years after leaving university.

Graduates of any other institution are able to use C2 - our fee paying service for any graduate at any stage of their career.

How to find out more about us

You will find full details of the services and events available to you on The Careers Group's website www.careers.lon.ac.uk, or your relevant member service's website.

How we communicate with our clients

Our primary methods of communication are email and via the internet, in addition to face to face communication. You will find details of how to submit an enquiry via any of our websites. We aim to respond to all enquiries within three working days. Once you are engaged with our services we will explain how and when you will hear from us.

You can help us by letting us know as soon as is practical if you are unable to keep any appointment or attend any event. Please remember that failure to do so is likely to prevent someone else from benefiting.

How to provide us with feedback

Client feedback, both positive and negative, underpins continuous, quality improvement of our service and is vital to us. We usually gather feedback through online or paper questionnaires. We also actively seek informal feedback and suggestions. While your individual comments will be confidential unless you decide otherwise, we do share anonymised feedback and our responses publicly.

Should you be unhappy with any aspect of our service and wish to make a complaint, we have a Complaints Procedure displayed in all our member services and our team will be happy to explain how you can use it.

You can help us by responding whenever possible to requests for feedback, and directing your comments via our established channels. You will be asked to complete Destinations of Leavers from Higher Education survey after you have graduated. This confidential questionnaire provides valuable information about what graduates do, and helps us tailor our services to your needs. Please take the time to complete it!

How we ensure your information remains confidential

We treat all interactions with individuals as confidential, and never make public data or feedback which could identify individuals. We comply fully with the Data Protection Policies of The University of London and other institutions where we provide a careers service.

How we promote diversity and accessibility

The Careers Group is committed to equality of access and treatment regardless of race, religion, sex, disability, marital status, social class, age or sexual preference. Forms of unlawful direct and indirect discrimination, unequal treatment or unethical behaviour will be challenged.

We aim to be accessible to all clients, and encourage you to ask us for any special help you require to make best use of our services. Our team will be pleased to provide details of access support equipment, or discuss how we can provide information in different formats. All our premises are wheelchair and pushchair accessible.

The following is a list of each of our member services, and their websites containing details of all our activities:

C2 – careers advice for graduates

<http://www.c2careers.com>

Goldsmiths Careers Service

<http://www.gold.ac.uk/careers/>

King's College Careers Service

<http://www.kcl.ac.uk/careers>

Queen Mary Careers Service

<http://www.careers.qmul.ac.uk/>

Royal Holloway Careers Service

<http://www.rhul.ac.uk/careers/>

School of Oriental and African Studies (SOAS) Careers Service

<http://www.soas.ac.uk/careers/>

Specialist Institutions Careers Service*

<http://www.careers.lon.ac.uk/sics>

St Mary's University College Careers Service

<http://www.smuc.ac.uk/student-life/careers/>

University College London (UCL) Careers Service

<http://www.ucl.ac.uk/careers/>

*Provides a careers service for Birkbeck University of London, Heythrop College, Institute of Education, London School of Hygiene and Tropical Medicine, The Institute of Cancer Research, Marine Biological Station, Millport, Royal Veterinary College, School of Pharmacy, St George's University of London, School of Advanced Study, and University of London Institute in Paris.

The following is a list of accreditations, codes of practice, policies and standards which The Careers Group adheres to. If you wish to view any of them in more detail, or have any further questions, please ask one of our team:

- AGCAS Code of Practice on Guidance
- AGCAS Equal Opportunities Policy
- AGCAS/AGR/NUS Best Practice in Graduate Recruitment
- Code of Practice for the Assurance of Academic Quality and Standards in Higher Education
<http://www.qaa.ac.uk/academicinfrastructure/codeOfPractice/section8/Section8careereducation2010.pdf>
- Matrix Quality Standards for Information Advice and Guidance Services
<http://www.matrixstandard.com/>
- Principles for Coherent IAG Delivery
- Data Protection Act, which can be viewed at
www.hmsso.gov.uk/acts/acts1998/19980029.htm
- The University of London's Data Protection Policies <http://www.london.ac.uk/238>
- The Careers Group Complaints Procedure
- The Careers Group statement of confidentiality
- Statutes, Ordinances and Regulations of the University of London
- The Careers Service is fully committed to operating within the terms of the University's Equal Opportunities Policy
<http://www.london.ac.uk/fileadmin/documents/staff/HR/EOPolicyJune2004.pdf>

Updated April 2010