UCL Statement of Service

Welcome to UCL Careers Service – one of The Careers Group, University of London's network of locally provided college careers services. We are the dedicated point of contact for career management needs of all UCL clients as defined below.

To view the complete Statement of Service for The Careers Group, our parent body, please visit their site.

Who can use the UCL Careers Service?
You can use the UCL Careers Service if you are:

- a current full-time student of UCL
- a part-time student of UCL following a college-accredited degree or post-graduate programme of study lasting at least one academic year
- a graduate of UCL who is a current member of GradClub.
- Staff are seen at the discretion of the Head of Service. Please ask for details

What we offer you

- Employability talks, workshops and courses and coaching sessions, delivered by employers and careers advisers -
- One-to-one guidance discussions with professional careers advisers who will help you to develop your own strategies for dealing with your situation
- One-to-one CV Checking
- Practice interviews If you have been invited to a real interview, a Practice Interview with an adviser will allow you to experience a real interview situation, get feedback on your performance and tips on how to improve
- Aptitude tests and personality questionnaires
- Access to college careers fairs and those organised by The Careers Group
- Subsidised access to careers taster courses from The Careers Group Access to a range of, predominantly online, vacancy services
- A library containing labour market and occupational information, information on job-seeking skills, and post-graduate study and specialist professional training, in a mix of digital and paper formats
- Internet access for careers usage, for example online employer information, sort_it and Careers Tagged (The Careers Group's online resources finder)
- Signposting to other specialist agencies within or outside the college

About our team
Our Careers Information Manager and staff are here to help and advise you on how to use the service and information resources. The Careers team also arrange our programmes of workshops, fairs, employer and alumni events, as well as co-ordinating local vacancies for JobOnline.
The careers advisers will advise you on a one to one basis and help you develop your skills whatever stage you're at in planning your future.

How to provide us with feedback
Client feedback, both positive and negative, underpins continuous, quality improvement of our service and is vital to us. Feedback can be submitted in the Careers Service or through our website.
Complaints will be dealt with in accordance with The Careers Group Complaints Procedure a copy of which is displayed prominently in the Careers Service - in the first instance any complaint should be made to an appropriate member of staff. If you are unwilling or feel unable to approach a member of staff, you should raise the matter with the Head of the College Careers Service. Please contact a member of staff if you would like clarification or a copy of the procedure.

Diversity and accessibility
UCL Careers Service subscribes to The Careers Group standard of service for the provision of services for users with disabilities – for more information visit their website.

Please ask our staff if you need assistance to enable you to use our facilities and services more effectively.

Opening Times
Monday – Thursday: 9.30am – 5pm
Friday: 11am – 5pm
These are our usual hours of opening but they may sometimes have to change. Please see our closure information to check that we are open before travelling a long distance.

How to book an appointment
If you would like to book Applications Advice, Short Guidance, Long Guidance or a Practice Interview, please visit our website for full details on how to do so – www.ucl.ac.uk/careers

How to find us
Tel: 020 7866 3600 (general enquiries);
020 7866 3602 (Short Guidance / Applications Advice booking line)
Email: careers@ucl.ac.uk
Web: www.ucl.ac.uk/careers
Location: 4th Floor ULU Building, Malet Street, London, WC1E 7HY – see online map
Facebook: Visit or Facebook Page
Twitter: Follow our Twitter account

This statement is available online at: http://www.ucl.ac.uk/careers/what-we-do/