

# Statement of Service

## Welcome to UCL Careers

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We are 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.

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### Who can use the UCL Careers?

You can use the UCL Careers if you are:

- a current full time or 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 has completed a course within the past two years
- a member of research staff

Other staff are seen at the discretion of the Head of Service. Please ask for details

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### What we offer you

- Employability talks, workshops, courses and coaching sessions delivered by employers and careers consultants
- One-to-one guidance discussions with professional careers consultants who will help you to develop your own strategies for dealing with your situation
- One-to-one CV and application coaching
- Practice interviews
- Access to aptitude tests and personality questionnaires
- Access to college careers fairs and those organised by The Careers Group
- Access to a range of vacancy services
- A library containing labour market and occupational information, information on job-hunting 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, Careers Tagged (The Careers Group's online resource library and job sites)
- Signposting to other specialist agencies within or outside the college

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### About our team

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

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### Your views on UCL Careers

Client feedback, both positive and negative, underpins continuous, quality improvement of our service and is vital to us. Feedback can be submitted at UCL Careers or through our website: <http://www.ucl.ac.uk/careers/feedback>

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Complaints will be dealt with in accordance with The Careers Group Complaints Procedure. Copies can be requested at UCL Careers or downloaded from our website as above. 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 can 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.

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### Diversity and accessibility

UCL Careers 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.

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### Opening Times

Monday – Thursday: 9.30am – 5pm  
Friday: 11am – 5pm

These may be subject to change. Please see our “News” page online before visiting.

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### 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 details on how to do so: [www.ucl.ac.uk/careers/advice](http://www.ucl.ac.uk/careers/advice)

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### How to find us

Tel: 020 3549 5900 (general enquiries)  
Tel: 020 3549 5926 / 29 (recruiter enquiries)  
Email: [careers@ucl.ac.uk](mailto:careers@ucl.ac.uk)  
Email: [employers@ucl.ac.uk](mailto:employers@ucl.ac.uk) (recruiter enquiries)  
Web: [www.ucl.ac.uk/careers/aboutus/contactus](http://www.ucl.ac.uk/careers/aboutus/contactus)  
Location: 4th Floor Student Central, (ULU), Malet Street, London, WC1E 7HY

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**This statement is available online at:**

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