



## Statement of Service

### Introduction

This document gives you an overview of the range of services we offer to our users and includes information about our overall aims as well as details of what we can offer you and what we expect of you as a user of the service.

The Career and Skills Development Service (CSDS) forms part of the Services for Students function of the university.

Our aims are:

- To provide a high quality, accessible and professional careers guidance, information and vacancy service to City University students and graduates, that is both impartial and confidential.
- In collaboration with Schools and Departments, we aim to enable students to make informed decisions about their career choices, take the appropriate steps to realise their goals and develop the capacity and employability skills to manage their working lives.
- To pro-actively liaise with employers, professional associations and other opportunity providers.
- To act as a link between the university and employers who are seeking recruits by processing vacancies, facilitating employer's access to students and graduates by organising engagements on campus.
- To provide the university with information on the destinations of its graduates

**The Career & Skills Development Service holds the award for the Matrix Quality Standard for excellence in the provision of information, advice and guidance services.**

### How to contact us:

**Telephone:** 020 7040 8093

**Email:** [careers@city.ac.uk](mailto:careers@city.ac.uk)

**Website:** [www.city.ac.uk/careers](http://www.city.ac.uk/careers)

**Location:** Career and Skills Development Service, Student Centre on One, Drysdale Building, Northampton Square, London, EC1V 0HB

**Opening Times:**

Please see website : [www.city.ac.uk/careers](http://www.city.ac.uk/careers)

### Who are eligible for our Services:

- Diploma, foundation, first degree and postgraduate students and graduates of City University London, both full and part-time, have priority access to the services listed below. Through our Vacancy Board online service we advertise graduate roles, placement opportunities as well as part time and casual work.
- Graduates of City University can use the service for up to three years after graduation.
- Prospective students may have access to City prospectuses and Destination of Leavers of Higher

Education information for their intended programmes.

- Students who have discontinued from their degree/ postgraduate programmes are entitled to use the service for up to six months after the date of leaving their course. They will be referred to other sources of help as appropriate.
- Students enrolled through the Continuing Education department at City can use the careers resources and attend 20 minute same day sessions up to six months after their course has terminated
- Exchange students who are studying at the University may use the service while they are here. If their course is over 4 months in duration, they also have access to the service via email for one year after they leave.
- Graduates from other AGCAS member higher education institutions outside the London area within the last three years have access to information provision only. However short guidance interviews may be available during the vacations, if staff are available, with priority given to unemployed graduates. Graduates from institutions within London will be referred to their own universities.
- Students currently studying at other institutions are encouraged to use their own careers services.

**Please Note:** Due to heavy usage of our service and limited resources we have to limit the number of 45 minute appointments to 4 per academic year for our students/graduates.

### What we offer – our core services

The Centre offers guidance, education, information and vacancy service through the following services:

- Careers information resources
- Vacancy Board
- Individual careers guidance
- Group events, presentations and workshops, both on course and centrally
- Testing and other forms of assessment

Our services are available to all eligible users for the purpose of helping them to develop their career ideas and build relevant skills to help them in moving on in the world of work after University. We expect all users to use our services for career related activities and to treat staff and facilities with respect.

We run a small satellite service at the City Law School which offers a selection of services particularly aimed at students on postgraduate law courses there. These students are eligible to use the full range of services at the main centre.

## Careers Information Resources

Extensive information resources are available through open access in the Centre in hard copy, video and electronic format as well as on the Careers Service website and include the following:

- **General careers information** - on graduate and postgraduate occupations and professions.
- **Further Study** - on different types of courses including postgraduate taught and research courses.
- **Employer Information** – a selection of recruitment literature, directories—free to take away.
- **Job search** - Reference books, handouts, booklets and videos cover application, selection and assessment procedures.
- **Job vacancies** – Current, graduate, placement, part-time and vacation vacancy information available via our website.
- **Our website** [www.city.ac.uk/careers](http://www.city.ac.uk/careers) hosts a wide range of information to help you with your career planning and gives details of the services we offer

Our information team are here to advise you on how to make the best use of the information we hold in the CSDS and to refer you on if necessary.

## Individual Careers Guidance (Confidential)

- **20 Min Same Day Appointments** : You may book for a 20 minute appointment with a Careers Consultant any day at specific times during term time. You can book online by visiting our website: [www.city.ac.uk/careers](http://www.city.ac.uk/careers). These appointments are particularly suitable for a CV or an application form check or for general careers related queries. You may be referred to a longer session if your query is more complex.
  - **Guidance interview**: These 45 minute interviews are designed for dealing with more complex questions or decision-making that may affect your working life and can be booked in advance through our website: [www.city.ac.uk/careers](http://www.city.ac.uk/careers).
  - **Mock interview**: These 45 minute role-plays are for students and graduates who are in the process of making applications and wish to practise their interview skills. You will need to book in advance online: [www.city.ac.uk/careers](http://www.city.ac.uk/careers). You will be asked to provide in advance a copy of your application form or CV and the job description or person specification from the employer to whom you are applying.
- Please note:** you can always use a 20 minute same day appointments if you just want to talk through interview skills/other selection procedures.

## Testing and other forms of assessment

Guidance on preparation for selection procedures including presentations and group exercises is given through workshops and on a one-to-one basis as required. The opportunity to experience a battery of graduate psychometric tests is offered throughout the year and our website includes a link to a series of online practice

psychometric tests. Please ask information staff about access to the free Kenexa online test.

## Group events, presentations and workshops

- **Employers:** We arrange employer events, presentations and drop-in days. We also involve employers in other activities and occupational events both centrally and within courses.
- **Alumni:** We invite past graduates and postgraduates to participate in group activities and alumni events where they give support and advice to current students based on their areas of expertise.
- **Careers education and planning:** Careers consultants deliver group sessions on a variety of topics. Some of these are delivered centrally, but careers staff are also contribute to varied programmes of personal and career development within courses and Schools. You should check with your department for details.

## Additional services

- **Computer facilities:** We provide access to word-processing facilities, the internet, and a variety of specialist software/databases including the Prospects Planner guidance Program & Adult Directions. Access is subject to availability and you should check with the Careers Centre to see if booking is required.
- **Email/telephone service:** If you have particular difficulty in physically accessing the service for individual guidance needs that cannot be met through our web based service, we may be able to offer you telephone or email guidance by arrangement.

## What you can expect from us

- Friendly, welcoming and helpful staff
  - Experienced and qualified Careers staff
  - Impartial and confidential advice
  - Support from information specialists ensuring visitors can make the best use of the extensive resources
  - Up-to-date and accessible careers information, available in different formats where possible.
  - A careers guidance interview, usually within five working days
  - A comprehensive website
  - Strong links with employers to ensure that advice is informed and realistic and that appropriate employer information is readily available
  - A department working within the following national codes and standards:
    - QAA Code of Practice
    - MATRIX Quality Standards
    - AGCAS Equal Opportunities Policy
    - University Equal Opportunities Policy
- All our services are open to any student of City University London. If you require communication or access support, please contact us to discuss ways of organising this.

## **You can help us by:**

- Keeping appointments made and attending pre-booked presentations and other activities, or giving as much notice as possible in the event of cancellation
- Taking responsibility for your own decision-making, research and further action
- Treating with respect the staff with which you come into contact and the materials made available for you and others to use
- Observing the terms of the AGCAS Code of Practice in connection with employers using us to recruit (see our website for details)
- Making the service aware in advance of any specialist needs you may have relating to the provision, in alternative formats of careers education, information and guidance.
- Giving us feedback on any aspect of our service.

## **Services to the University**

The Career and Skills Development Service is keen to work with colleagues across the university. **First Destination Information** – The production of Destination of Leavers from Higher Education (DLHE) statistics by the collection, analysis and dissemination of results. The information can be used as part of the annual monitoring of courses, to support subject assessments and when looking at students progression and employability and as a marketing tool for prospective students. All school reports can be found online: <http://www.city.ac.uk/careers/for-students-and-recent-graduates/destinations-of-city-graduates>

### **Career Management Skills in the curriculum -**

Each Careers Consultant/ Information Co-ordinator has course liaison responsibility and is happy to collaborate with academic colleagues in order to provide related services to support the development of students' career management skills. Please ring us on x 8093 to speak with your nominated Careers staff. Please note: Postgraduate Business and MBA students have a Career Resource Centre at the Cass Business School, Bunhill Row. For more information, please visit: <http://www.cass.city.ac.uk/more-about-cass/careers-services>

## **What we offer**

- Attending registration and induction sessions to inform students about the services on offer to them
  - Provision of seminars/workshops and other events to individual groups on aspects of career planning
  - Supporting specific initiatives in collaboration with academic colleagues e.g. QAA CEIG
  - Links with employers who are wishing to target specific subject disciplines
  - Collaboration on employer led activities relating to careers and employability
- In addition, the Centre also offers staff the opportunity for guidance interviews and access to an extensive range of careers information to help with their own career planning.

## **What you can expect from us**

- Friendly, informative and professionally qualified staff who will respond to requests as quickly as possible.

## **What we expect from you**

- We have a small number of Careers Consultant and although we aim to respond to requests as quickly as possible, for some services, such as group sessions, we expect to receive adequate notice in order to build new initiatives into our overall work commitments.

## **Contact us**

In the first instance, by contacting our general enquiry line 020 7040 8093 or e-mail: [careers@city.ac.uk](mailto:careers@city.ac.uk)

## **Services to Employers**

We value our relationships with employers and work together with them to raise their profile and provide opportunities to contact and recruit City University students and graduates in a number of ways.

## **What we offer:**

- Facilities for employers to hold presentations and drop-in session on campus and advertise off-campus events via our website.
- Opportunity to advertise free of charge current, placement and graduate vacancies.
- Arranging skills workshops and specialist sessions delivered by you to our students.
- Ability to target specific students from a particular course.
- Access to City CareersHub, which is a free vacancy handling service for employers looking to recruit students or graduates: [www.city.ac.uk/careers](http://www.city.ac.uk/careers)
- Contact with appropriate academic departments or clubs/societies.

## **Recruitment Agencies**

Where an agency has a particular vacancy with a named employer, we are able to advertise this on our vacancy pages free of charge.

## **What you can expect from us:**

- Staff who are friendly and helpful
- An efficient response to enquiries and requests
- Detailed information on how we can help you

## **Contact us:**

### **To book a presentation:**

Tel: 020 7040 8425 e-mail: [careerevents@city.ac.uk](mailto:careerevents@city.ac.uk)

### **To advertise all types of vacancies:**

Tel: 020 7040 8425 e-mail: [vacancyboard@city.ac.uk](mailto:vacancyboard@city.ac.uk)

You can also submit vacancies via our website:

<http://www.city.ac.uk/careers/recruiters>

To discuss any of your requirements, please  
telephone 020 7040 8425 or e-mail:  
Manvinder.wariabharaj.1@city.ac.uk

## Feedback and Complaints Procedure

We aim to provide a user-friendly service that meets the needs of all our clients. However, there may be occasions when users are not entirely happy with the service they have received. Users of the service may make known their complaints in a number of ways:

- By using the web-based feedback form.
- In person to a member of staff.
- By email to [careers@city.ac.uk](mailto:careers@city.ac.uk)
- In writing to the Director of the CSDS;  
[gary.argent.1@city.ac.uk](mailto:gary.argent.1@city.ac.uk)
- Writing a comment in our Comments book in the Centre.

## Equal Opportunities

As a member of AGCAS, City University's Careers Centre is committed to promoting equality of access and treatment in education, employment, training and guidance, regardless of race, religion, gender, disability, marital status, social class, age or sexual preference. Forms of unlawful direct and indirect discrimination, or unequal treatment or unethical behaviour, will be challenged. We operate under the Equal Opportunities Policies of City University and of AGCAS. Our guidance work is based on the AGCAS Code of Principles on Guidance, demonstrating our commitment to offering a service which is confidential, impartial and accessible.

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