

Careers Service Standards 2014/15

	Expected Standard	Monitoring
Environment	<ul style="list-style-type: none"> We aim to provide a friendly and welcoming environment in which to discuss and explore our customer's career plans and opportunities. Private interview facilities are available upon request. The Careers office is open 8.45 – 5.00pm Monday to Friday and is accessible to all. 	<ul style="list-style-type: none"> Evidence provided by client 1-1 evaluations and office survey cards Client 1-1 evaluations and office survey cards Office opening hours
Support	<ul style="list-style-type: none"> We aim to respond to voice mails within 48 hours during normal business hours. We aim to respond to e-mails within 48 hours during normal business hours. The Careers Service provides a range of methods to support customers with advice and guidance. They include: 1-1 appointments, e-guidance, telephone guidance and career-focused workshops. Group sessions are also delivered within the curriculum in partnership with academic staff. Updated information on how we are performing as a Service will be provided on the careers website every quarter. 	<ul style="list-style-type: none"> Voicemail log of checks completed Email log of checks completed Statistics of students accessing the different forms of support. Workshop evaluations and 1-1 evaluations as well as office survey cards Quarterly updates provided and added to the 'Performance and Feedback' web page of the Careers Service web site

Information	<ul style="list-style-type: none"> • All Careers Service hand outs produced internally are checked for accuracy and relevance every 12 months. • We aim to ensure that the Careers Service website is available 24 hours a day all year round. • Careers Service web pages are reviewed for accuracy on a quarterly basis. • All hard copy career materials sourced from external organisations will be checked for accuracy every 12 months. • All web links and digital information from external sources will be checked for accuracy before adding to Careers Service website. • All materials are dated and information is not held for longer than 3 years 	<ul style="list-style-type: none"> • Internal hand outs monitoring record with staff responsibilities and timescales • Networking data • Website monitoring log and list of newly added content • External material log and Careers Service Quality Group notes • Careers Service Quality Group notes • External material log
Staff	<ul style="list-style-type: none"> • All Careers Advisers hold a recognised professional careers qualification. • All staff ensure their skills and knowledge are kept up-to-date by undertaking, reflecting and recording 25 hours of continuous professional development. • All staff have an annual PDP and review after 6 months 	<ul style="list-style-type: none"> • HR records • Staff development record card and PDP paperwork • Staff PDP paperwork