UCD Careers Network (Belfield and Blackrock)

University College Dublin

STATEMENT OF SERVICE

Students
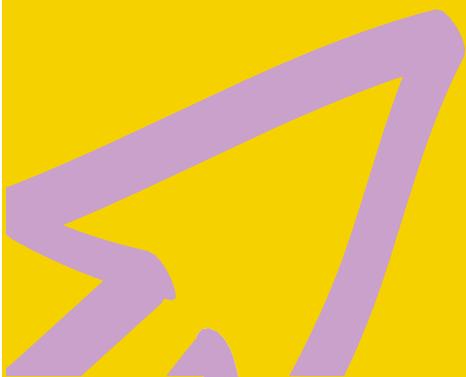
STATEMENT OF SERVICE FOR STUDENTS

1. Introduction

Careers Network

Mission Statement: Our mission is to enable and empower individuals to develop the skills, self-confidence and attitudes needed to flourish in learning and work within a global economy.

Value Statement: We add value to the UCD community by contributing to a talent pipeline that improves individuals' experiences and contributes to communities, companies, the economy and a wider global outlook.

Our Aim: UCD Careers Network enables students to discover and achieve their potential, contributing to the UCD Strategy 2020-2024, Rising to the Future, specifically around empowering humanity to reach full potential and implementing priorities laid out in the UCD Career Development and Employability Strategy 2015-2025

Who are we? UCD Careers Network comprises the UCD Careers Network (Belfield) and UCD Careers Network (Blackrock). Find out more about our team at www.ucd.ie/careers/aboutus

Objectives:

- Be innovative and creative in professional practice, driving and managing change.
- Develop students' self-confidence, skills and competencies to make effective life and work transitions.
- Enhance the educational experience by embedding career development opportunities into the curriculum.
- Situate our work within relevant theoretical frameworks and models that are robust, fit-for-purpose and internationally recognised.
- Engage employers to grow the number and range of opportunities for students to develop and inform professional practice.
- Leverage existing and emerging technologies in developing and delivering career interventions.
- Treat each other and our clients with dignity and respect, paying due diligence to equality of opportunity, impartiality, and confidentiality.
- Evidence the impact of work by using data and reporting success.

As members of the following professional associations, we subscribe to relevant policies and Codes of Practice:

Association of Higher Education Careers Services (AHECS) Policies and procedures (www.ahecs.ie)
Association of Graduate Careers Advisory Services (AGCAS) Code of Practice on Guidance (www.agcas.org.uk)

The UCD Careers Network has a system of continuous improvement of services (within the constraints of resources). It works within professional and institutional policy documents such as:

- Data Protection (www.ucd.ie/gdpr)
- Guidance Services (www.agcas.org.uk)
- Equality, Diversity and Inclusion (www.ucd.ie/hr)

2. Services we offer

The Careers Network provides career education, information, advice, and guidance services to students of all disciplines at all stages of study through:

Access to Career Coaching and Career Guidance

- A Quick Query Service is on offer throughout the working week *(times and changes may vary during vacation periods and between the Belfield and Blackrock campuses),* so check our website for details at www.ucd.ie/careers . Consultations are offered for 20 minutes at Belfield and 30 minutes at the Careers Network, Blackrock. The service is intended to help you prepare for the next step, for example, CV enhancement or sourcing funding for graduate study. This service is bookable on the day you wish to visit. You do this on-line or via a smart phone using the MyCareer system (www.ucd.ie/careers). Early booking is advised as slots fill quickly. Should you experience technical difficulty in booking a consultation, please email careers@ucd.ie and a member of the careers team will get back to you to resolve the issue. The Careers Network (Belfield) opens Monday-Friday from 9:00am- 5:00pm. We cannot make bookings for quick query interviews via email unless exceptional circumstances exist. Career & Skills Consultants will help with the full range of careers and employment issues or with work experience queries. Please note that during teaching weeks, Careers Network (Belfield) offers quick query services until 7:30pm on Wednesday evenings. Booking is via MyCareer as outlined above.

- A longer career coaching session with a Careers & Skills Consultant (Belfield) or Careers Manager (Blackrock) is only available by appointment, after you have seen a quick query adviser and lasts around 30-45 minutes.   All discussions remain confidential, and no sharing of information will take place without your permission to release such is given.

The Careers Network aims to ensure that:

- Your quick query consultation starts and finishes on time.
- Booked interviews are offered (in normal circumstances) within ten working days where it is agreed with a Career & Skills Consultant that an interview is needed.
- Any change or delay to your interview time is clearly explained
- Any discussion with a Careers & Skills Consultant remains confidential and impartial.
- Any records of your discussion with a Careers & Skills Consultant are available to you in accordance with the Data Protection and Freedom of Information Acts.
- You are treated with dignity and respect at all times.
- Careers Network will respond as far as possible to telephone and email inquiries and reserves the right to refer students to other services at UCD as appropriate.

Career Education and Events

- Career education initiatives and related events on career choice, preparation for internship, job search, recruitment, and selection processes, further and graduate study are developed along College and School lines to ensure relevance.

Careers Network in the Curriculum

- Modules in Personal and Career Development have been introduced to a number of academic areas and bear up to 5 credits. These areas include Science, Education, Law, Social Sciences, Arts and Humanities and Psychology. In other situations, a proportion of an existing module has been re-designed to incorporate career and professional development content.

Information

Information resources contain up-to-date reference, on-line and take away material relating to:

Career areas	Training opportunities
Graduate employers	Job search
Further and graduate study	Vacancies

Students and graduates have access to:

- On- line information, data and reference to bona fide websites/online resources.
- Organised Recruitment Fairs and seminars, skills workshops and learning opportunities.
- Vacancy and information relating to opportunities with employers through a searchable vacancy portal – www.ucd.ie/careers
- Practise psychometric tests, interest inventories and personality assessments via MyCareer - www.ucd.ie/careers.
- Quality reference resources such as Glassdoor, 5 minutes with…

Recruitment Programmes

Careers Network annually organises a series of events designed to help students and graduates make contact with graduate recruiters and access graduate, placement and internship vacancies. Details of these can be found on the Careers Events Calendar at www.ucd.ie/careers/events

3.   Who may use the UCD Careers Network?

Current undergraduates, graduate students, and graduates (up to two years beyond completion) of University College Dublin may access the full range of services. Students and graduates of other universities may not use the services. Prospective students may access the website, information facilities and Quick Query sessions, subject to resources. All incoming non-EU students are given access to the JumpStart module which helps them understand the Irish labour market and

how to engage in recruitment and selection.   Students registered at the Michael Smurfit Graduate School of Business should visit the UCD Careers Network (Blackrock) (www.smurfitschool.ie/)

Postdoctoral Researchers may access the full range of bespoke services developed by the Research Careers Manager. For details on services for Postdoctoral Researchers go to www.ucd.ie/researchcareers

4.   **Expectations**

What you can expect from the Careers Network

We operate in accordance with the AGCAS Code of Practice on Guidance, so you can expect the career education, information and guidance provided to be:

- Impartial.
- Confidential.
- Focused on your needs.
- Non-directive.
- Underpinned by equality of opportunity.
- Accessible to eligible users.
- Treated with dignity and respect.

What we expect from our users

We expect you, as a user of our service, to:

- Seek help if you cannot access what you are looking for.
- Seek help if you have specialist needs (for example large print format).
- Inform us in good time if you are unable to attend booked interviews, seminar workshops etc.
- Complete preparatory work we request, for example, prior to meeting a Career & Skills Consultant.
- Use computer and other facilities appropriately.
- Attend in good time for interviews and group sessions.
- Take responsibility for making your own decisions, researching your career choices, and taking action to realise your career goals.
- Treat our staff in line with UCD policies in areas such as dignity and respect.

5.   **Careers Network Staff**

The Director, Deputy Director and Career Practitioners are professionally qualified and experienced in programmes of life-long learning and professional development. Administrative staff are qualified and trained for their roles. All members of staff participate in appropriate professional development activities.

6.   **Facilities for students with a disability**

Bespoke workshops for students registered with Access and Lifelong Learning are available on a range of career development topics alongside longer individual consultations on request. A range of tailored resources are also available on the MyCareer platform.

7. User feedback/improvement

The Careers Network is developing a system of continuous quality improvement and therefore has systems designed to capture feedback. We ask you to be patient if asked to complete feedback for different services on offer. In addition to formal feedback, we are interested in your views on any aspect of the service.

8. How to contact us

Careers Network (Belfield)

Telephone: 01 716 7574

Email: careers@ucd.ie

In Person: UCD Careers Network (Belfield)
Library Building, University College Dublin, Belfield, Dublin 4

Opening Hours

Monday – Friday 09:00am – 5:00pm *(until 7:30pm on Wednesday evenings during teaching weeks and when on campus)*

Careers Network (Blackrock)

Telephone: 01 716 8934

Email: Smurfitcareers@ucd.ie

In person: UCD Careers Network (Blackrock)
Block D, Michael Smurfit Graduate Business School, Carysfort Avenue, Blackrock.

Opening Hours:
Monday-Friday 09:30-5:30pm

Referral Policy

The Careers Network may, when appropriate, refer a student or graduate to other services within or external to the University. The reasons for referral will be clearly explained to the student and details of the department or service to which the student is referred will be provided. Only in exceptional circumstances and with the student's permission will an adviser make direct contact with the referral unit on behalf of the student.

Careers Network Policy on Handling Complaints

Our aim is to provide a quality service to all the groups we serve. The Careers Network is committed to continuous quality improvement, and we have put in place systems to capture feedback and inform future planning. These systems include feedback questionnaires, focus groups and the facility to make suggestions or comments on the service.

Should there be cause for complaint about any aspect of the Careers Network this should be made in writing to: Dr David Foster, UCD Director of Career Development and Skills, UCD Careers Network, Library Building, University College Dublin, Belfield, Dublin 4. In the case of Careers Network, Blackrock communications in writing to Director of UCD Michael Smurfit Graduate Business School, UCD Careers Network, Block D, UCD Michael Smurfit Graduate School of Business, Carysfort Avenue, Blackrock.

Your letter will be acknowledged within five working days of date of receipt and a formal written response provided within twenty-one days from date of acknowledgement of complaint.

In the first instance, students wishing to raise a complaint at university level should consult information at:

http://www.ucd.ie/secca/studentcomplaints/