

## Statement of service

This statement briefly outlines the services and facilities available to you as a student or alumni of LSE.

### Commitment to LSE Careers users

LSE Careers is committed to providing a service of the highest quality to all its users. Students and eligible alumni can expect:

- A confidential service which offers unbiased information and impartial advice
- Staff who are approachable, experienced, trained and committed to helping you
- Equal treatment regardless of gender, sexual orientation, age, ethnic origin or marital status in line with the [LSE Equity, Diversity and Inclusion \(EDI\) policy statement](#).
- A recognition of the needs of students with disabilities

LSE Careers is a member of the [Association of Graduate Careers Advisory Services \(AGCAS\)](#) and abides by the [AGCAS Code of Practice](#).

All LSE Careers policies and procedures can be found in the '[About us](#)' page on the LSE Careers website.

### LSE Careers services

The minimum level of service LSE students and eligible graduates can expect is outlined below.

#### Jobs and opportunities

All jobs and opportunities are published and searchable on [LSE CareerHub](#), including internships, part-time jobs, graduate schemes, experienced hire and volunteering opportunities.

#### Careers discussions

- 15 minute, face to face careers or cv discussions with LSE Careers Consultants
- 15 minute, telephone/Skype careers or cv discussions with LSE Careers Consultants
- 15 minute, face to face CV discussions with LSE Careers CV Advisers
- By Careers Consultant referral, 30 minute careers discussions following an initial 15 minute appointment.

- 30 minute practice interviews.
- 30 minute PhD appointments with the LSE PhD Careers Consultant, for PhD students and research staff.
- 15 minute, volunteering appointments with the LSE Volunteer Centre Coordinator.

### **Programme of events**

An extensive programme of careers fairs, forums, panels, presentations and seminars run throughout the year. Details are available on [Careers Events](#) and bookable via [LSE CareerHub](#).

### **Website**

Access to the comprehensive [LSE Careers website](#) covering career planning, job searching, the recruitment process, employment industries, international careers, internships, postgraduate study, applying for jobs and the recruitment process.

### **Subscriptions**

Access to the following exclusive [careers subscriptions](#):

- 10 Minutes With
- Going Global
- Interview Stream
- Graduates First
- Vault: Career Insider

### **Careers resource area**

Access to the resource area containing information on job search skills, employers, the recruitment process, employment sectors, further study, funding, international careers and volunteering.

Please contact us on [careers@lse.ac.uk](mailto:careers@lse.ac.uk) if you require information in an alternative format.

### **Volunteer Centre**

Offers a range of volunteering opportunities and advice on volunteering, as well as drop in hours and face to face appointments. Please visit the [LSE Volunteer Centre website](#) for more information:

### **Generate at LSE Careers**

Committed to inspiring entrepreneurship potential. Offering an extensive programme of informative and interactive events, mentoring opportunities and business competitions. Please visit the [Generate at LSE Careers website](#) for more information.

### **Departmental orientation**

Each academic department has an orientation talk carried out by a Careers Consultant. Specific departmental careers seminars and presentations may run throughout the year but this is dependent on the department.

## **Employer engagement**

Our [Employer Engagement team](#) are the first point of contact for employers and organisations interested in recruiting LSE students.

You will see hundreds of employers on campus throughout the academic year at fairs, presentations and seminars – passing on skills, tips and advice to help you with your professional development. We work with the LSE Careers Patron Group and many other employers to monitor the success of LSE students and learn about developments in recruitment processes and feed all this back to Careers Consultants working with you.

## **Eligibility**

You are eligible to use LSE Careers services if you are a current, registered full-time or part-time LSE student or LSE alumni who have completed their course within the last 5 years. Services may vary depending on whether you are current, 0-2 year alumni or 3-5 year alumni. Students and alumni in debt to the University are not eligible to use LSE Careers services.

For more information about the service available to LSE alumni please visit the [LSE Careers: services for alumni](#) website.

## **Facilities**

In addition to the [Careers Resource Centre](#), our facilities include PCs for students and alumni to use, photocopying and printing facilities.

Most of our buildings are wheelchair accessible, however if you have any concerns, please contact [careers@lse.ac.uk](mailto:careers@lse.ac.uk) in advance of your visit.

## **What we ask of you**

We depend on you to help us deliver the most effective possible service. You can assist us by:

- Attending and being punctual for all events and appointment. If you have booked for an event or an appointment and cannot attend please let us know as soon as possible by cancelling your booking online or contacting us on [careers@lse.ac.uk](mailto:careers@lse.ac.uk). For more information please read our [non-attendance policy](#) (pdf).
- Our events and appointments are often oversubscribed and therefore it is important you always cancel your booking as soon as you know you are unable to attend, so that another student is able to book.
- In order to ensure that as many students as possible are able to book appointments with careers consultants, we have set a limit of 4 careers appointments per term and 1 practice interview per term. We would kindly ask that you observe this limit.
- Being professional in all interactions with employers. Please bear in mind that as well as representing yourself you are also representing LSE. Employers

form impressions of the whole student body from their dealings with individual students.

- Engaging early on with LSE Careers and taking advantage of the full range of career offerings to help you make the transition from education to employment.
- Treating all resources, staff and other users of LSE Careers with consideration and respect.
- Responding to any requests for information on what you are doing following graduation and in your subsequent career.
- Providing constructive feedback by completing occasional feedback surveys when using different aspects of LSE Careers

## **Non-attendance policy**

Our events and appointments are oversubscribed and therefore it is important you always cancel your booking online as soon as you know you are unable to attend, so that another student is able to book.

If you fail to attend a total of 4 appointments/events during a 14 day period, your online booking privileges will be revoked for 14 days. During this period, if you want to book an appointment or event you must visit LSE Careers in person to do so. We will review each instance on a case-by-case basis.

You will be marked as absent if you are more than 10 minutes late for an event.

Due to the nature of some events, these rules may differ, please see [non-attendance policy](#) (pdf) for full details.

## **Contact details**

LSE Careers, Floor 5, Saw Swee Hock Student Centre, 1 Sheffield Street, London, WC2A 2AE

[Maps and directions](#)

Telephone: +44 (0)20 7955 7135

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

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

Twitter: [@LSECareers](https://twitter.com/LSECareers)

Facebook: [www.facebook.com/LSECareers/](https://www.facebook.com/LSECareers/)

## **Opening hours:**

Monday – Wednesday: 9:30am - 5pm

Thursday: 9:30am - 8pm

Friday: 9:30am - 5pm

During term time and vacations (except when LSE is closed).