

# Statement of Service of the University of London Careers Service for Distance and Flexible Learners

The University of London Careers Service (UoLCS) is the University of London's dedicated point of contact for career management needs of all University of London Distance and Flexible learners as defined below.

## Who can use our services?

- Current distance and flexible learning full time or part time students of the University of London following a college accredited degree or postgraduate programme of study or shorter courses, either as an independent learner or based at a Recognised Teaching Centre anywhere in the world.
- A recent graduate of a University of London distance and flexible learning degree programme who has completed a course within the past two years.
- To confirm your eligibility to access our services please access our [Careers Connect](#) platform

## What do we offer users of our services?

The University of London offers the following services to eligible users:

- Employability and careers webinars led by professional careers consultants.
- Alumni and employer panels and events.
- Group coaching sessions with professional careers consultants
- Current students receive access to the Careers Virtual Learning Environment (VLE) found via the UoL (University of London) Student Portal, which includes a comprehensive library of our webinar recordings and labour market information, with resources targeted to different academic programmes, geographical locations and careers stage. Accessed via <https://my.london.ac.uk/group/student/careers>
- Current students and recent graduates receive access to a range of vacancies, events and careers learning pathways via the Careers Connect platform. Accessed via <https://careersconnect.london.ac.uk/>
- Current students and recent graduates access to a range on online tools to support you in your career development. Accessed via the VLE or Careers Connect.
- Access to The Global Careers Calls podcast featuring interviews with alumni, employers and current students from across the world.

## About our team

Our team of Careers Professionals are here to provide careers and employability support to all students and recent graduates, regardless of what course you are studying. We provide a careers education programme and tailored online resources that support students at different stages of their career. We work with employers, alumni and students to ensure that we produce relevant events and resources suited to students studying all around the world.

## Your views on UoLCS

Client feedback, both positive and negative, underpins the continuous, quality improvement of our service and is vital to us.

We are a part of the annual University of London Student Experience Survey. This survey enables you to feedback on various parts of the University of London.

We convene regular focus groups within Academic Programmes to gather feedback on current student needs and encourage all students to engage with these.

We also convene a Student Feedback Panel, with a membership drawn from across Academic Programmes, which meets every two months to give feedback on projects and themes being developed by UoLCS. Recruitment for this panel occurs during August-September and details can be found at <https://my.london.ac.uk/careers-feedback-panel>

You can also provide direct feedback via [careers@london.ac.uk](mailto:careers@london.ac.uk) or via our anonymous UoLCS feedback link – [create link and add here](#)

### Diversity and accessibility

UoLCS subscribes to the University of London inclusive practice [policy](#) Please ask our staff if you need assistance to enable you to use our facilities and services more effectively.

All UoLCS provision and services are designed using our design principles which are:

<b>Inclusive</b>	<b>Future-facing</b>	<b>Accessible</b>	<b>Impactful</b>	<b>Collaborative</b>
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Please contact [careers@london.ac.uk](mailto:careers@london.ac.uk) if you would like more information.

### Opening Times

We are a digital career service so do not have opening times for our offices as our services are delivered digitally, including our live webinars and our asynchronous resources.

However, UoLCS team members are available Monday – Friday: 9am-5pm (UK Time) with the exception of UK public holidays, and University of London Closure Days which are publicised via <https://www.london.ac.uk>

### How to find us

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

Email: [employers@london.ac.uk](mailto:employers@london.ac.uk) (recruiter enquiries)

Email: [careersevents@london.ac.uk](mailto:careersevents@london.ac.uk) (for accessibility requests relating to events)

Web: <https://www.london.ac.uk/careers>

*Updated: November 2023*