

STATEMENT OF SERVICE

INTRODUCTION

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. Eligible students and 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](#) can be found on the LSE Careers website.

LSE CAREERS SERVICES

The minimum level of service eligible students and alumni (see 'Eligibility' section below) 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 appointments

- 20 minute face to face careers discussions with careers consultants
- 20 minute telephone/Skype careers discussions with careers consultants
- 15 minute face to face CV/cover letter feedback with CV advisers
- By careers consultant referral, 30 minute careers discussions following an initial discussion appointment
- 30 minute practice interviews
- 30 minute PhD appointments with the PhD careers consultant, for PhD students and research staff
- 15 minute volunteering appointments with the Volunteer Centre staff

Programme of events

An extensive programme of careers fairs, forums, panels, presentations and seminars run throughout the year. Details are available on our website 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](#):

- CaseCoach
- eGold Recruitment
- Ethical Jobs
- GoinGlobal
- Graduates First
- Human Right Jobs
- Interview Stream
- Policy Jobs
- Political Jobs
- Vault: Career Insider

Careers Resource Centre

Access to the Resource Centre 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 if you require information in an alternative format.

Volunteer Centre

Inspiring and empowering the LSE community to volunteer for causes they are passionate about. Organises a range of events including fairs, seminars and one-off volunteering opportunities, as well as drop in hours and face to face appointments. Please visit the [LSE Volunteer Centre website](#) for more information.

Departmental engagement

Specific departmental careers seminars and events run throughout the year. These are advertised on CareerHub and via your 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 patrons](#) 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.



Careers

Facilities

In addition to the [Careers Resource Centre](#), our facilities include PCs and bookable rooms 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 in advance of your visit.

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 has completed a course within the last five years. Services may vary depending on whether you are current, 0-2 year alumni or 3-5 year alumni.

You're not eligible to use our services if:

- You are in debt to the School
- You are a Summer School student
- You are an intercollegiate student
- You are studying an online certificate course
- You have finished an exchange programme at LSE

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

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 appointments. We appreciate that sometimes circumstances change and you're no longer able to attend. In such cases we rely on you to cancel your booking before the event or appointment starts. The time by which you will need to do this varies by event and appointment. This allows your fellow students to book a slot and take your place.
- Cancelling your booking. You just need to log into CareerHub or contact us on careers@lse.ac.uk. Please note if you fail to cancel, do not attend, or arrive more than 10 minutes late you will be marked absent. Frequent absences may result in you not being able to book future events online. For more information please read our [non-attendance policy](#) [pdf].
- In order to ensure that as many students as possible are able to book appointments with careers consultants, we have set a limit of **four careers discussions and/or CV/cover letter feedback** and **one 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, in line with LSE's [anti-bullying and anti-harassment policy](#) [pdf].



Careers

- 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.

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

Website: www.lse.ac.uk/careers

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

Facebook: www.facebook.com/LSECareers

LinkedIn: [linkedin.com/company/lse-careers/](https://www.linkedin.com/company/lse-careers/)

OPENING HOURS*

Monday, Tuesday, Wednesday, Friday: 9:30am - 5pm

Thursday: 9:30am - 8pm

*except when LSE is closed

Last reviewed: October 2018