

The **National Careers Service** is committed to helping people realise their potential and to developing skills they need to get on in life and work.

It provides a free, impartial, confidential and high-quality professional careers advice and guidance service to those who need it. The **National Careers Service** is available to every adult and young person (aged 13 years old and over) living in England.

This **Customer Charter** sets out how we will work together to help you make decisions on learning, training, work and career opportunities

## Our Services

We can help you:

- explore your career options and aspirations
- understand the local job market
- develop your CV
- search and apply for jobs
- search for courses and training
- explore Apprenticeships and Traineeships
- find out about funding to support your learning
- progress in your current job
- identify your key strengths, skills and interests
- develop an action plan to help you achieve your goals
- make use of the online career tools available on the **National Careers Service** website

## Our Service promises to:

- follow up on any actions I have agreed to in my plan
- treat you respectfully, as a unique and talented individual
- provide you with access to friendly, knowledgeable and qualified advisers via our local face to face service or telephone Career Line
- support you to make effective decisions by providing you with up-to-date, relevant, accurate information
- provide careers information, advice and guidance in accessible locations
- work with other organisations to help address any barriers that are preventing you from getting into learning or work
- follow up your advice session to check your progress and provide ongoing support
- respond to your enquiries within 3 working days
- arrange appointments at a time (and place, if it is a face to face meeting) that is convenient for you and will offer an apology and explanation should your appointment be delayed or cancelled.

## As a customer I will help to make my meetings with my adviser a success by:

- keeping appointments
- sharing information about my circumstances and skills
- being open to new ideas working with my adviser to develop and agree my Careers and Skills Action Plan so I know what to do next
- follow up on any actions I have agreed to in my plan

## How my information will be stored and shared

I understand that:

- My information is collected so that we can deliver this service to you, your information will be handled in accordance with the principles and laws of data protection and at no time will it be used for purposes that are not related to the delivery of Careers Advice by the **National Careers Service**
- The **National Careers Service** will keep accurate records of their discussions with me to ensure that I get the best service whenever I contact them
- My personal information will be protected, respected and not shared outside the organisation without my consent
- If my adviser is concerned for my safety or that of others, they are obliged to take action
- For further details of how your data is processed and your rights, please view the full privacy policy on the **National Careers Service** website
- (<https://nationalcareers.service.gov.uk/help/privacy-andcookies>) or ask your adviser to provide you with a copy

## Equality

- The **National Careers Service** is available to all adults living or working in England, in line with the requirements of the Equality Act 2010.

## Accessibility

If you require this leaflet in an alternative format, please let us know. For information on bi-lingual advice visit the **National Careers Service** website.

## Providing feedback and helping us improve services:

- I understand that I will always be given the opportunity to comment on whether I am satisfied with the service I have received and that
- I may be followed up independently to comment on my satisfaction with the service, any progression I have made and my thoughts on improving the service, only if I consent to do so.

## Compliments and complaints

We value your feedback because it will help us to improve our service. If you would like to send a compliment or let us know about any problems you've had with the service, please contact us via:

email: [nationalcareersservice@educationdevelopmenttrust.com](mailto:nationalcareersservice@educationdevelopmenttrust.com)  
Telephone: 0800 100 900 Mon-Fri 0800-2000  
address: Education Development Trust, A4, Kingfisher House,  
Kingsway North, Team Valley Trading Estate, Gateshead  
NE11 0JQ

We will acknowledge your complaint within 3 working days and will respond fully within 7 working days. A full copy of the Compliments and Complaints Procedure can be requested by contacting us on above number

## You can also contact us in the following ways:

online: [www.nationalcareers.service.gov.uk](http://www.nationalcareers.service.gov.uk)  
telephone: 0800 100 900 Mon-Fri 0800-2000 and Saturday 1000-1700,  
face-to-face: Call 0800 100 900 to arrange an appointment in your area