

Customer Charter

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

It provides a free, 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 the things that you should expect from the National Careers Service. The following statements will help you to judge whether you have received a good service from us.

As a customer, when I contact the National Careers Service:

- 1) Staff will advise me about the best ways to use the service depending on my needs, interests and circumstances. They will tell me more about using the National Careers Service website, telephone advice lines and local offices.
- 2) A qualified careers adviser will consider my needs, interests and circumstances. They will give me useful, up to date information and advice that can help me to make good choices about learning and work.
- 3) I will help to make my meeting with the National Careers Service a success by keeping appointments, sharing information and being open to new ideas.
- 4) My National Careers Service adviser will encourage me to participate fully in agreeing a written Careers and Skills Action Plan that clearly sets out what I need to do next.
- 5) My adviser will tell me about Apprenticeships and Traineeships if I am interested in them and if they are a realistic option for me.
- 6) If my adviser thinks that another service can help me, they will put me in touch or give me contact details.
- 7) The National Careers Service will keep accurate records of their discussions with me. My personal information will be protected, respected and not shared outside the organisation without my consent.

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- 8) My enquiries will always be responded to within 3 working days and if I need an appointment it will be arranged at a time (and place, if it is a face to face meeting) that is convenient for me.
- 9) I will always receive an apology and a clear explanation if my appointment is delayed or cancelled for any reason.
- 10) I will always be asked to comment on whether I am satisfied with the service I have received. I may be followed up at a later date so that I can help to improve the service by providing information about my progress and thoughts on the National Careers Service. I will be given a copy of the service's Customer Charter to help me respond.
- 11) If I am unhappy for any reason and make a written complaint, the National Careers Service will acknowledge my complaint within 3 working days and will respond fully within 7 working days.

For more information on the National Careers Service, please visit:
<https://nationalcareersservice.direct.gov.uk/> or call 0800 100 900.

To view the full National Careers Service Privacy Policy,
please go to: <http://bit.ly/NcsPrivacy>.

To leave feedback on your National Careers Service appointment,
please complete our survey at: <http://bit.ly/NcsWMFB2>