

# Our Statement of Services

Skills Development Scotland provides career information, advice and guidance services to help people develop their career management skills and get into learning, training and jobs. Our service is free, impartial and confidential

## Our Commitment to You

We will

- Value inclusion and diversity by treating all our customers fairly and with courtesy and respect
- Protect your personal information, and not share it without legal justification and only store it for as long as is necessary for the service we provide. (Visit [www.sds.co.uk/privacy](http://www.sds.co.uk/privacy) for information on how SDS uses your personal information)
- Offer confidential interview space for in-person meetings where available
- Agree with you what will happen next, and when
- Use your feedback to improve how we deliver our service

We offer

- The option of in-person meetings (in SDS centres or partner sites) or telephone meetings
- A dedicated Contact Centre that is available [enter operation times]
- In SDS centres, the use of facilities e.g. IT access
- Interpreter services, including BSL if required (and available)
- Materials that can be provided in different languages

## In Return, We Ask That You

- Be on time for your appointments
- Let us know in advance if you are unable to attend an appointment
- Treat our staff with respect and courtesy during all interactions\*
- Treat our premises, and other customers with respect and courtesy during in-person meetings\*
- Provide us with feedback on our services

All our centres and partner sites where we offer in-person meetings are compliant with Disability Discrimination Act (e.g. wheelchair accessible; assistance dogs are welcome)

\*Abusive, threatening, disruptive or otherwise inappropriate behaviour will result in your meeting being ended early. Such behaviours may result in the withdrawal of service.

# Computer Usage in SDS Centres

You are welcome to use our computers to:

- Look for learning, education and training opportunities
- Search and apply for jobs
- Develop your CV
- Prepare for interviews
- Help with your personal development and career planning activities

## Our Responsibilities

- We will monitor computer screens and print outs at any time to ensure that our computers are being used appropriately
- We monitor all websites. Some may be blocked and can't be accessed.
- We have no control over the information that you can access, and we cannot be held responsible for content
- To ensure that all customers have the opportunity to use the computers we have available, your time on the computer is limited to **1 hour**. There is a printing limit of **20 sheets** of paper per person per day
- Staff will ask you to end your session if you have failed to comply with your responsibilities listed below and your permission to use our computers may be suspended

## Your Responsibilities

- Only use the computer for job seeking activities or career planning (as outlined above)
- Respect the privacy of others
- Respect copyright and licensing agreements
- Only access and use social networking sites to search for jobs
- Save your own work, either by emailing documents to yourself or saving on to a memory
- Delete your documents before leaving the machine
- Do not use our computers for illegal, actionable or criminal purposes

You must agree to this before using an SDS computer.