



AGCAS Membership Quality Standard

Aims

The aims of the AGCAS Membership Quality Standard are to:

- Encourage and maintain high standards of professional delivery and conduct by AGCAS members.
- Integrate with, not duplicate or replace, other externally verified quality standards, which a service may wish to achieve.
- Offer a developmental opportunity for member services through self-identification of good practice and opportunities for development; alongside peer review in a form that suits individual service needs.

Alongside an opportunity for service reflection and development, member engagement with the quality standard will enhance AGCAS's ambition to provide support to its member services and their leadership across its strategic themes, most notably Advocacy, Learning and Research and Knowledge.

Process

All Service Members are asked to complete the process once every three years.

Stage one: Self-evaluation document (SED)

Services are asked to complete a SED, providing:

- i) Setting the context: key information about the institution to provide context of the service.
- ii) Examples of evidence against nine Pillars of Professionalism (P) grouped within the following three Themes (T):
 - Service leadership and management
 - Stakeholder insight and collaboration
 - Professional expertise

In order to inform the peer review discussion and to help services to identify their strengths and opportunities for development, services are asked to complete a red/amber/green (RAG) rating for each pillar.

- iii) A development plan: providing an opportunity to record any personal reflections and recommendations for enhancements that will benefit the service. This will also inform the peer review discussion that follows submission of the SED.

Stage two: Peer Review

Following SED submission, you will be asked to take part in a peer review discussion. It is recommended that the discussion is held remotely, by either telephone or video conferencing, as this ensures you gain access to all the available reviewers; we provide parity of peer review support and reduces our carbon footprint, as much as possible.

You may wish to request a reviewer from a particular institution type or region to support your interests and developmental ambitions.

Achievement of the Membership Quality Standard

It is your responsibility to ensure that you meet the requirements. You will meet conditions of membership and the AGCAS Membership Quality Standard by:

- Completion of the SED
- Participation in a peer review discussion. The most appropriate method will be agreed between the Head of Service and the reviewer
- Continuing engagement in the process by working towards the objectives within the development plan.
- Demonstrating commitment to the continuous improvement process by agreeing with the reviewer appropriate timescales and actions; in order to address any pillars where a red rating is determined.

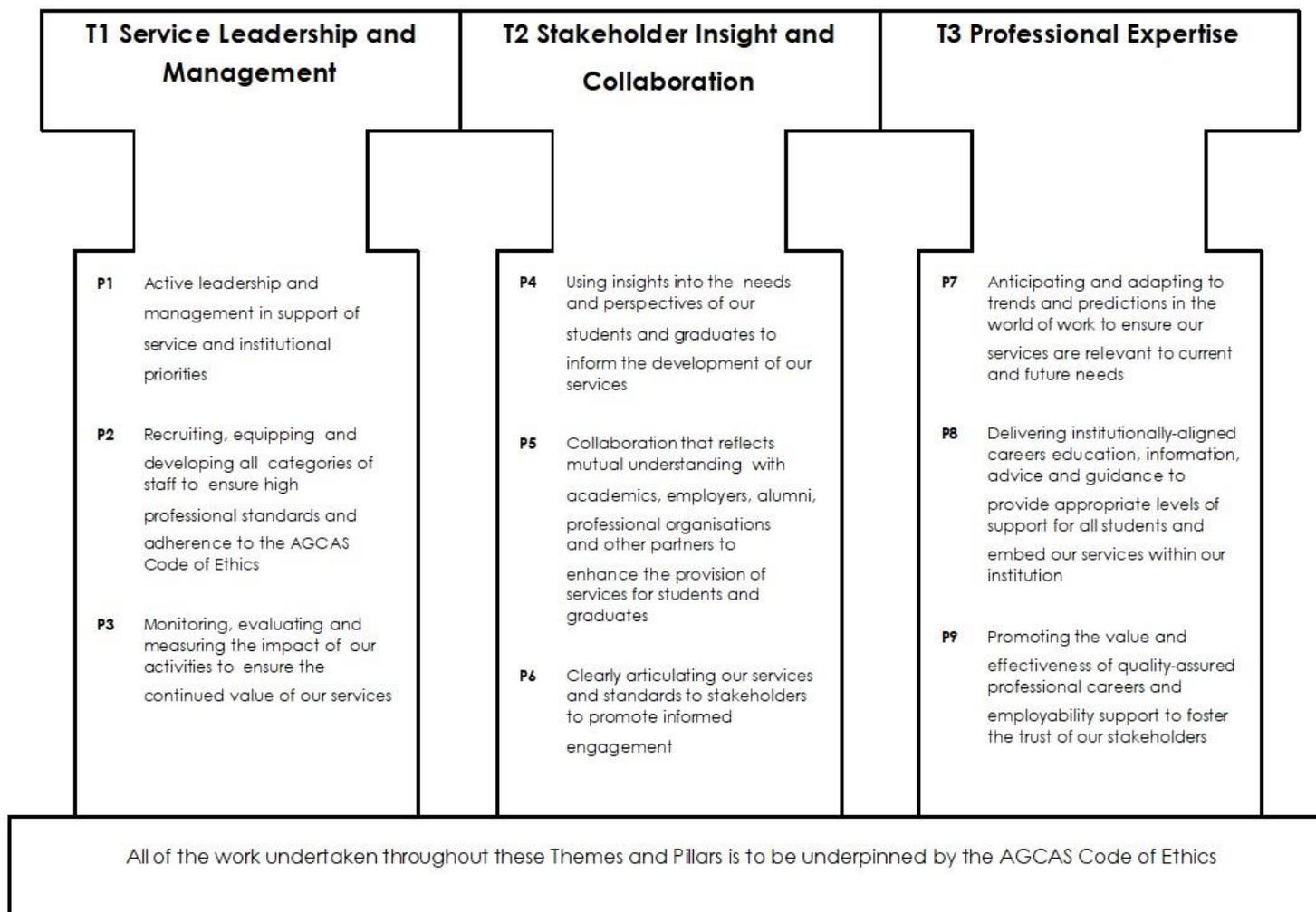
Failure to meet these requirements constitute a non-serious attempt. If a service does not meet any condition above, at the discretion of the AGCAS Quality Director and Executive Director, the Service's review outcomes will be discussed with the Board of Directors. The Board will consider appropriate actions. The Head of Member Services will notify the Head of Service with reasons for classifying the submission as a non-serious attempt and a request for actions to address this.

A message from AGCAS Director for Quality, Dr Nalayini Thambar:

"It is important that as a professional association, AGCAS defines the standards for higher education careers services and has evidence of each member service's approach to quality-assured expert delivery. This enables us to maintain our standards of practice and to represent AGCAS member services nationally and internationally as the experts in our field. "

If you have any questions in relation to completion of the AGCAS Quality Membership Standard, please contact the AGCAS Head of Member Services.

1 Pillars of Professionalism



Code of Ethics

The AGCAS Code of Ethics outlines the values and behaviours required of all members of AGCAS Services when fulfilling their roles, alongside compliance with relevant legislation. It also aims to give your internal and external stakeholders confidence and trust in their dealings with the HE careers profession.

Members will adhere to the following core principles and standards of professional practice:

1. **Equity and diversity** – design, delivery and promotion of accessible services to meet the needs of all, irrespective of their age, disability, gender identity, race (including colour, nationality and ethnic or national origin), political or religious beliefs, and sexual orientation
2. **Achievement for all** – dealing with each individual fairly and with respect for their life experiences, abilities and potential. To address and challenge inequities where we encounter them
3. **Impartiality** – embedding the principle of impartiality into the design and delivery of career development services so that students and graduates have the freedom to develop their own career paths. Any conflicts of interest will be declared as soon as they are known
4. **Confidentiality** – the protection of client confidentiality and the right to privacy, acting in accordance with laws that govern the sharing of data, including personal information
5. **Integrity** – acting with trustworthiness and transparency in the provision of services, the management of expectations and the honouring of promises and arrangements
6. **A spirit of commitment through AGCAS to maintain and enhance high standards across the HE careers profession** – by fostering good practice across the profession by initiating and contributing to the sharing of knowledge and discussion of professional issues with members of the AGCAS community and adhering to the AGCAS Quality Standard.

AGCAS has developed a concerns and complaints process for any party who feels that they have experienced unethical conduct when interacting with an AGCAS member service. Further details are available from the AGCAS Head of Member Services.