

Careers and Employability Team: Vision Statement and Service Guidelines

Our Vision

The Careers & Employability team is here to support you in developing and managing your career and to provide a client centred service with the emphasis on high quality, professional and impartial advice and guidance. The service is available to current students and to recent graduates (for up to three years from the point of graduation).

We will help you to:

- Identify and explore your career options, including further study as well as full time and part time work
- Clarify your goals and provide you with support in achieving them, develop awareness of your skills, qualities and motivations and how to articulate these in applications and interviews
- Access a range of activities and programmes to enhance your employability
- Access resources and develop strategies to find part time and full time work, work experience and graduate opportunities
- Update your knowledge of labour market intelligence (LMI) including trends in the recruitment and selection procedures of a range of recruiters.

General Guiding Principles

The Careers and Employability team is guided by the principles of: equality of opportunity, accessibility, impartiality, transparency, and confidentiality. In addition services offered are delivered in line with the relevant professional code of practice, specifically the [Association of Graduate Careers Advisory \(AGCAS\) Code of Practice on Guidance](#) and the [National Association of Student Employment Services \(NASSES\) Code of Practice](#)

Confidentiality Statement

The Careers and Employability team adheres to the Data Protection Act (2018) and to the principle of confidentiality. In broad terms this means we do not share your personal information with third parties unless you give consent to do so or when required to by law. Confidentiality can be lawfully waived in certain circumstances, including when there are concerns for a student's

safety or the safety of others. This would usually be done on a need-to-know basis and in consultation with the student involved.

Careers will hold appropriate factual notes relating to contacts with students, and these notes will be accessible to staff within the team only to ensure continuity of service to you. If you wish, you are entitled to request to see copies of the records held about you - please contact us for further information. Statistical information on service usage and the demographics of our client group will be shared within the institution. More information can be found within the University's [Data Protection Policy](#)

Equality & Diversity

The Careers & Employability team respects and welcomes difference and diversity. The Service recognises that many individuals and communities experience discrimination and oppression on the grounds of their gender (including transgender and transsexual people), relationship or marital status, race or ethnicity, disability, sexual orientation (because they are lesbian, gay, bisexual or heterosexual), age, health status, appearance, language, background, class, faith or religious belief, physical appearance and political opinions. We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. The Service is mindful of its obligations under the Equality Act (2010) and aims to consistently adhere to the University policy on Equality and Diversity. If you would like to find out more about this policy, please ask a member of staff.

Concerns and Complaints

We continually strive to provide a high quality service but if you are unhappy with the service provided, we encourage you in the first instance to address this informally with the Careers & Employability Service Manager. This can be done via the [Student Concern](#) form. If you feel that the matter raised is not being resolved in a satisfactory manner you also have at any stage the option to make a formal complaint – see the [University Complaints Procedure](#).

Feedback

Feedback is important to the Careers and Employability team and is sought regularly from service users. Comments and feedback are evaluated and used to review and develop the services offered. In addition to formal feedback mechanisms any student or graduate can make comments or suggestions using our [online feedback form](#).

Expected Staff and Student Conduct

Staff within the Careers and Employability team aim to treat all students and graduates with courtesy and respect. Those who use the service are also expected to behave in an appropriate and respectful way to ensure that we maintain a safe and supportive environment for all. More detailed information

on the expectations of both staff and students are outlined in the [University Student Charter](#).

Missed Appointments

To help us provide an effective service to as many students as possible, please contact us in advance if you are unable to attend your scheduled appointment, so we can rearrange. By advising us that you cannot attend, we are able to offer your appointment slot to another student, which helps us to avoid unnecessary waiting lists. If you repeatedly miss appointments, we may need to reassess what support our service can provide.

You may also find it useful to be aware of a wider range of support services offered by Student Services. Student Services teams provide much of the support you might need during the course of your studies. Student Services should be your first port of call if you are looking to maximise your potential and make the most of your student experience, have problems with finances or in finding accommodation, are wanting more connection with others, require support with a physical or mental health disability, or are simply worried about missing the good things in life. Click on the links below to find out more about the support offered by the various teams:

[Student Money and Accommodation Advice](#)
[Counselling and Personal Development](#)
[Disability & Dyslexia Support](#)
[International student support](#)

