

STATEMENT OF SERVICE University Schools and Staff

Mission:

To enhance the employability of Northumbria students and enable them to make a satisfactory transition to employment following completion of their course of study and to manage their future career successfully

Aim 1: To support students and graduates in developing and implementing their career plans by providing high quality careers information, education and guidance which meets their needs

Aim 2: To work with academic Schools and other Services to develop provision which enhances the employability of their students, both within the curriculum and through extra-curricular activities

Aim 3: To promote Northumbria students and graduates to employers and facilitate the recruitment process both for student employment and voluntary work experience and for graduate employment

Objectives related to Aim 2:

2.1 To advise the staff of academic Schools about the development of employability through provision within the curriculum for career management.

2.2 To design and deliver careers education to student groups, as part of their accredited academic programme, or as extra-curricular sessions.

2.3 To develop and promote opportunities for part-time employment, vacation work or voluntary work.

2.4 To liaise with other Student Services about issues affecting the career and employment of students.

2.5 To disseminate data on the graduate labour market and the results of the destinations survey to Schools as an indicator of the employability of their students.

This statement sets out to clarify how we deliver these aims in collaboration with University Schools and staff and the standards and principles we observe.

SCOPE

Our services are designed to meet the careers education, information and guidance needs of students and recent graduates from study programmes offered by Northumbria University. They are based on a belief in the right of students and graduates to make their own decisions and their responsibility to take action to progress their career choices. For students and graduates we offer access to the following and further information is available in our **Statement of Service – Students and Graduates:**

- Individual careers guidance

- Careers information
- Career planning and preparation.

As our staff specialise in entry-level careers for graduates we do not always have detailed knowledge of pre-entry guidance to university or specialist or mid-career openings or requirements. However, appropriate general advice is available and we will do our best to refer students and graduates to appropriate alternative sources if we do not have the information they require. Further details are available in our **Referral Policy**

We do not offer a careers guidance service to University staff as career and personal development is the responsibility of line managers and the Human Resources Department within the University's Staff Appraisal and Development Scheme. Contract research staff and students undertaking postgraduate research programmes are entitled to make use of the Careers and Employment Service if they are registered as a student at the University. Research staff who are not eligible to use the service should discuss their career with their manager or supervisor or consult the Human Resources Department. Our leaflet *University Postgraduate Researchers* outlines the guidance available.

SERVICES TO UNIVERSITY SCHOOLS AND STAFF

The University can expect the following:

- A Careers and Employment Service which supports the strategic objectives of the University in developing the employability of its students and graduates.
- An effectively managed and delivered service, within the resourcing available, which meets the recognised quality standards for the sector.
- Accountability for the Service and its activities, through an annual report, representation on the Student Wellbeing Committee and liaison with Schools and other University services.

The Careers and Employment Service offers the following services to University Schools and staff.

Development of Employability

The University has a Student Wellbeing Plan which includes a strand on the development of employability and a commitment to "improve the employability of our students through curricular and extra-curricular processes, which helps develop key skills, career management skills and work related experience." Academic Schools submit Wellbeing Action Plans and activity reports to the University's Student Wellbeing Committee which is chaired by the DVC Learning and Teaching.

School Liaison and Careers Education

Each School has a designated careers adviser who is responsible for liaison with particular Schools, who can advise the staff of academic Schools about the development of employability through provision within the curriculum for career management, help design sessions or programmes of careers education or provide materials for this work. They can deliver appropriate in-course sessions tailored to the needs of students on particular courses. Careers advisers can also provide support to academic staff on work experience issues and liaison with employers.

Personal Development Planning

The Careers and Employment Service aims to support guidance tutors and academic Schools in introducing and developing Personal Development Planning within the University.

Guidance tutors

The Careers and Employment Service abides by the University's Guidance Principles and Northumbria University Student Guide and aims to support individual academic staff in their work as guidance tutors and other staff who support students. Copies of our leaflets for students and graduates are also available for staff on request.

Employer Liaison

We liaise with an extensive range of employers relevant to courses at the University to facilitate the recruitment of Northumbria graduates. We aim to work with academic Schools to support, for instance, the arrangement of placements, projects and work experience. Please refer to the Statement of Service for Employers and Professional Bodies for more information

Destination Survey

The Careers and Employment Service carries out an annual survey of UK and EU leavers from all full-time and part-time courses leading to an award at Northumbria to find out about their employment or further study and training. This data is used to make a return to the Higher Education Statistics Agency required for all universities and to provide information on career opportunities to current students. This information is presented in a form which does not identify individuals or personal details. The data are supplied to academic Schools and courses to enable them to review their course provision. Advice may also be provided on labour market trends and the demand for graduates.

Quality Assurance Agency

The Careers and Employment Service provides support for QAA and other audit processes with regard to student support and guidance and in collaboration with other sections of Student Services. The Careers and Employment Service has the leading role in ensuring that the QAA Code of Practice on Careers Education, Information and Guidance is complied with, in collaboration with academic Schools.

Staff development

The Careers and Employment Service offers staff development and training opportunities on a range of subjects including developing employability and the work of the service. Details can be found in the Student Service Training Package.

EQUAL OPPORTUNITIES

We aim to provide an environment that is welcoming to all our users and are committed to providing impartial information and guidance regardless of gender, race, disability, age, sexuality or religion. In accordance with the University's Equal Opportunities Policy, we endeavour to offer our services in a format and location to meet the needs of all our users. This Statement of Service and other Careers and Employment Service publications are available in other formats on request.

Careers and Employment Service staff work to and abide by the following national codes of practice and standards, copies of which are available on request:

- Association of Graduate Careers Advisory Services (AGCAS) Code of Practice on Guidance: www.agcas.org.uk/pages/20
- Association of Graduate Careers Advisory Services (AGCAS) Equal Opportunities policy: www.agcas.org.uk/assets/28-Equal-Opportunities-Policy
- Association of Graduate Careers Advisory Services (AGCAS) Guidelines on Work Experience and the Minimum Wage: www.agcas.org.uk/pages/20
- Best Practice in Graduate Recruitment: Joint statement by AGR/AGCAS/NUS: www.agcas.org.uk/pages/20
- QAA Code of Practice on Careers Education, Information and Guidance: www.qaa.ac.uk/academicinfrastructure/codeofpractice
- The Matrix quality standard for Information, Advice and Guidance Services, (*The Matrix Standard Explained*): www.matrixstandard.com/supportmaterial/index.php

STUDENT AND GRADUATE RECORDS

The only personal data that we collect and use are the data necessary to support student and graduate use of the Careers and Employment Service. We do not pass records and notes to other members of University staff without the permission of the student or graduate. Further details are available in our ***Student and Graduate Records Policy***

HOW TO CONTACT US

Our service is organised centrally from our Careers Centre on Newcastle City Campus. We are open throughout the year. During term-time our normal opening hours are Monday – Thursday 9am – 5pm and Friday 9am – 4.30pm

Our opening hours during vacations may vary, but times are published in the Careers Centre, and on our web page. A Careers Adviser is available for individual guidance and group work at Coach Lane Campus during term time normally on Tuesday and Thursday.

Contact details

Staff can contact us at City Campus by calling into the Careers Centre, which is on the ground floor of Northumberland Building in the Student Services Centre. It is fully accessible for wheelchair users.

For ***general information*** about the Careers and Employment Service please contact a member of our information team as follows:

by telephone Ext. 4204
by fax Ext. 4553
by email sv.careers@northumbria.ac.uk

For ***specific enquiries*** please contact the following members of staff as outlined below-

Ann Smart, Head of Careers & Employment Service
Ext. 4206 ann.smart@northumbria.ac.uk

Denise Keighley, Senior Careers Adviser (Employer Services)
Ext. 3986 denise.keighley@northumbria.ac.uk

Val Bennett, Careers Adviser
Ext. 7375, val.bennett@northumbria.ac.uk

Anna Butcher, Careers Adviser (Coach Lane Campus)
Ext. 6780 anna.butcher@northumbria.ac.uk

Margaret Evans, Careers Adviser
Ext. 4203 margaret.evans@northumbria.ac.uk

Janice Morris, Careers Adviser
Ext. 4202 janice.morris@northumbria.ac.uk

Julia Bennett/Hilary Dawson, Employer Liaison Officer (Job Share)
Ext.468 hilary.dawson@northumbria.ac.uk; julia.bennett@northumbria.ac.uk

Nita Lear, Senior Information Officer
Ext 7498 nita.lear@northumbria.ac.uk

Carol Yellowley, Destination of Leavers of Higher Education Survey Administrator
Ext 7689 carol.yellowley@northumbria.ac.uk

Schools

Applied Sciences

Denise Keighley

Arts & Social Sciences	Margaret Evans
Built Environment	Denise Keighley
Business School	Ann Smart
Design	Margaret Evans
Computing Engineering & Information Sciences	Val Bennett
Health, Community & Education Studies	Anna Butcher
Law	Janice Morris
Psychology & Sports Science	Janice Morris
<i>Coach Lane Campus</i>	Anna Butcher
<i>Careers Centre tours</i>	Nita Lear
<i>Employer contacts and visits</i>	Julia Bennett/Hilary Dawson Or Denise Keighley
<i>Employability</i>	Ann Smart
<i>Destination of Leavers of Higher Education Survey</i>	Carol Yellowley
<i>QAA Reviews</i>	Ann Smart
<i>University Academic and Contract Researchers</i>	Denise Keighley

COMPLIMENTS, SUGGESTIONS AND COMPLAINTS

We welcome informal and formal feedback on the service. If staff or students have been pleased with the service we ask them to tell us. They can let us know by talking or writing to the School careers adviser or member of the information team.

We have a system in place to obtain student and graduate feedback, which is outlined in our ***Compliments, Suggestions and Complaints Policy***. We also systematically obtain feedback from employers. This feedback is reviewed on a regular basis and at least annually.

If staff or students are dissatisfied with any aspect of the service please contact the School careers adviser, member of staff concerned or the Head of the Careers & Employment Service.

MONITORING AND REVIEW

This Statement of Service will be reviewed annually.