

STATEMENT OF SERVICE Students and Graduates

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

Objectives:

1.1 To help students plan their career through a process of personal review, researching ideas and opportunities, making decisions and taking action

1.2 To help students make realistic and informed career choices which accord with their aspirations, interests and values.

1.3 To help students identify their work-related skills and demonstrate their relevance to career opportunities and the requirements of employers

1.4 To help students find employment or further study and training

1.5 To support graduates from Northumbria who need help in developing their career after completing their course of study

This statement sets out to clarify how we deliver this aim and the standards and principles we observe. It informs students and graduates of what we have to offer, who is eligible, how they can contact us and what they can do to help us offer the best possible service.

SCOPE

Our services are designed to meet the careers education, information and guidance and employment 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.

As our staff specialise in entry-level careers for graduates and student employment opportunities, 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 required. For further details, please ask to see a copy of our **Referral Policy**.

WHO CAN USE OUR SERVICE

Current Students

The Careers and Employment Service is available free of charge to all students currently enrolled on a course at Northumbria University (excluding short courses and those involving an external

contract which excludes use of Student Services). A series of leaflets providing further information about our services is available. Please ask a member of our information team for copies of these.

Graduates

Northumbria graduates can continue to use the Service after graduation free of charge. Our leaflet **Services for Graduates** provides more information about eligibility and what we offer.

WHAT WE OFFER

- INDIVIDUAL CAREERS GUIDANCE
- CAREERS INFORMATION
- CAREER PLANNING AND PREPARATION

INDIVIDUAL CAREERS GUIDANCE

Drop in Sessions provide an opportunity to discuss options with a careers adviser at the Careers Centre at City Campus without appointment for up to 20 minutes throughout the year. A Careers Adviser is normally available each weekday between 10.00am – 4.00pm during term time with more limited availability during the vacation.

Email and Telephone contact can also be used to consult a Careers Adviser as well as for information enquiries.

Careers Guidance Interviews are booked appointments for 40 minutes. These are available during semesters in the Careers Centre at City Campus and in the Students Services Centre at Coach Lane Campus. Our leaflet **Talking to a Careers Adviser** provides further information.

Prospects Planner is a computer-aided careers guidance programme, available on www.prospects.ac.uk The leaflet on **Prospects Planner** provides further information.

Psychometric Testing Practice test sessions for verbal, numerical and diagrammatic reasoning ability tests and for personality profiling which help prepare students for employers' selection tests are available on-line on the University e-learning portal. Our leaflet on **Preparing for Psychometric Tests** provides further information.

CAREERS INFORMATION

Careers information includes graduate and postgraduate opportunities relevant to the courses offered by Northumbria University. Information covers key areas relating to career management, including career planning and choice, job seeking, making applications, gaining work experience, volunteering, further study, working abroad, occupational and employer information. Information is held in a variety of formats and uses language appropriate to our students and graduates. See our **Information Policy** for details.

Careers Centre

At our City Campus location we have a well stocked and maintained information resource in our Careers Centre. Our information team is available to help students and graduates find the information they need. Careers information held in the Resources Room of the Student Services Centre in Allendale Building at our Coach Lane campus includes a selection relevant to HCES courses. Students studying at Coach Lane are also welcome to make use of the comprehensive careers information resources held in the Careers Centre at City Campus.

Graduate and Student Jobs

We encourage employers to place graduate and student vacancies with us. These are advertised on databases which can be accessed from our website.

We regularly publish a graduate jobs vacancy bulletin for students and recent graduates. This includes other news and events and is available from the Careers Centre and distributed around campus.

Other Publications

We publish and distribute a wide range of free career-related publications. Many in-house publications are available to students on the University Blackboard site.

Web Site

The Careers and Employment Service web pages are hosted on the University website and updated by the information team.

PCs

These are available for students and graduates, for career planning purposes, in the Careers Centre and at Coach Lane.

CAREER PLANNING AND PREPARATION.

Careers Workshops

During Semesters One and Two and the summer vacation we run a programme of regular careers workshops open to students and graduates. Further details are published in a leaflet, in our Careers and Employment Service bulletin and on our web pages.

Academic School Liaison

Each careers adviser has individual responsibility for certain Schools and liaison with academic staff within these. Careers advisers design and deliver in-course sessions for students in collaboration with academic staff. In addition careers advisers can advise on employability and suggest suitable group work activities and materials.

Employer Recruitment Visits

We encourage employers to visit Northumbria University to give presentations and workshops to students throughout the year.

Recruitment Fairs and Careers Events

Each year we organise specialist recruitment fairs and a series of careers events of relevance to courses at the University.

HOW TO CONTACT US

The main base of our Service is at the Careers Centre, City Campus with provision also at the Coach Lane Campus. Students and graduates can contact us at City Campus by calling into the Careers Centre, which is on the ground floor of Northumberland Building. It is fully accessible for wheelchair users.

You can also contact us:

by telephone 0191 227 4204
by fax 0191 227 4553
by email sv.careers@unn.ac.uk

We are open throughout the year. During term time our normal opening hours are as follows:

Monday – Thursday 9am – 5pm
Friday 9am – 4.30pm

Our opening hours during vacations may vary, but times are published in the Careers Centre, on our bulletins and on our web page.

Coach Lane Campus

A Careers Adviser is available for individual guidance by appointment at the Coach Lane Campus in the Student Services Centre, Allendale Building. There is also a resources room with selected career information. Appointments can be made by contacting Student Services at Coach Lane Campus (Telephone: 215 6590) or the Careers Centre at City Centre Campus (Telephone: 227 4204)

WHAT STUDENTS AND GRADUATES CAN EXPECT FROM US

Staff are expected to behave with courtesy and respect to all users of the service at all times. We cannot tell students and graduates what to do but we can help them make decisions about future career plans.

Students and graduates can expect us to

- Respond promptly to enquiries. We will acknowledge phone, voicemail and email messages promptly and respond to written communications within five working days.
- Keep to published arrangements for group sessions and individual guidance interviews. If exceptionally an appointment or session has to be postponed or cancelled we will contact students and graduates beforehand, explain the reason and make an alternative arrangement. Appointments will start at the prearranged time.
- Provide impartial information and guidance. We are not aligned to any commercial, political or religious interest.
- Put students' and graduates' interests first and work with them to make the best use of the resources of the Service to help with career management. Careers advisers and information staff will make clear their role in the process and ensure that students and graduates remain in control in any careers education, information or guidance activity undertaken.
- Listen patiently and courteously. If we are unable to spend time with students and graduates immediately we will discuss when and how we should make contact.

Confidentiality

Students and graduates can expect us to

- Respect any information given to us in confidence. We will not pass on any information without consent. Where it is desirable for information to be shared with someone else to provide appropriate support to students, this information is only released with their agreement.
- If for exceptional reasons, for example, danger to life or person, a member of staff feels it necessary to break this confidence she/he will tell students and graduates the intended action at the earliest possible opportunity and refer to the Head of Service.
- Access to records is controlled so as to maintain confidentiality and comply with the Data Protection Act and the Northumbria University Data Protection Policy. For further information please ask to see a copy of our ***Student and Graduate Records Policy***.
- The Careers and Employment Service may on occasion request permission to record an individual interview or group session for training or review purposes. We may also occasionally seek permission to photograph students as they engage in activities coordinated by the Careers and Employment Service to use these for publicity or marketing future events. There is no obligation on students to grant their permission either for an interview to be recorded or to be photographed. Students attending a large event, for example a Careers Fair, are asked to tell the photographer if they do not wish to be photographed.
- For reasons of confidentiality careers advisers will only speak to individual students during a careers guidance interview. For more information and exceptions refer to ***Procedures and Guidelines 4.2.1 Careers Guidance Interviews***

Staff competence

All our staff are here to meet student needs. They are fully qualified and appropriately experienced for the work they do and they receive ongoing training and professional development. To be employed with us, staff must demonstrate their possession of relevant competence, qualifications, training and experience. To support staff in their role, systems of induction, supervision, appraisal and development are in place within the framework of the University's Staff Development and Appraisal Scheme. Staff maintain and develop their knowledge and skills by active membership of the Association of Graduate Careers Advisory Services and participation in research, writing, training and electronic and personal networking. They also are in regular communication and liaison with employers and professional bodies to update their knowledge of graduate employment and training.

Staff work to and abide by the University's policies and the following national codes and standards. Copies of these documents are available for inspection.

- **AGCAS Equal Opportunities Policy and Code of Practice for Member Services.**
- **Best Practice in Graduate Recruitment: Joint statement by AGR/AGCAS/NUS**
- **The Matrix quality standard for Information, Advice and Guidance Services.**

Equal Opportunities

All staff are committed to the principles of Equal Opportunity as outlined in the University's 'Declaration of Principle'. We aim to provide an environment which is welcoming to all our students and graduates and are committed to providing impartial information and guidance to all our users whatever their gender, race, disability, marital status, age, sexuality or religion. All staff have completed University training in Disability Awareness and Diversity Awareness.

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.

Disabled Students and Graduates

We aim to make our service accessible to disabled students and graduates. We are in regular contact with the University's disabilities advisers through whom we can access advice about specialist services. We invite disabled students and graduates to contact us to discuss how we can best make our facilities available. Please note that the University's Disabilities Service is only available to prospective and current students.

This Statement of Service and other Careers and Employment Service publications are available in other formats on request. Please ask to see a copy of our leaflet **Careers Information and Guidance: A Guide for Disabled Students and Graduates**.

International Students

We seek to provide a service to the many international students who choose to study at Northumbria. The Service has a Careers Adviser (International Students). Further information is available in our leaflet *Services for International Students*.

We do not provide advice and guidance on work permits and visas as we are required to refer all such queries to the University's International Student Advisers, with whom we liaise regularly.

WHAT WE EXPECT FROM STUDENTS AND GRADUATES

To assist us to help students and graduates we ask them to:

- Be prepared to recognise and work through the guidance process.
- Get in touch as soon as possible if unable to attend an appointment, workshop or recruitment event.
- Treat all staff and users of the Careers and Employment Service with courtesy.

- Use the equipment and resources of the Service carefully and to report any problems.
- Respond to feedback questionnaires we issue – or to let us know if they do not wish to or are unable to reply
- Abide by the joint AGR/AGCAS/NUS statement on Best Practice in Graduate Recruitment.
- Tell us in advance if they wish to make a video/audio/photographic recording of any Careers and Employment Service activity and the reason for the request, for example disability, should be clearly stated. Sufficient time should be allowed for the permission of all involved, for example other students attending a group session, to be sought.

Destinations Survey

The Careers and Employment Service carries out an annual survey of leavers from all full-time courses 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. We ask that graduates respond to the questionnaire that we send or telephone survey call. This information is presented in a form which does not identify individuals or personal details. Anonymous data is also supplied to academic departments to enable them to review their course provision.

HOW TO HELP US IMPROVE OUR SERVICE

We welcome informal and formal feedback on the service. We need the views of students and graduates in order to improve our services, and we have a ***Compliments, Suggestions and Complaints Policy*** in place to obtain opinions. For further information please ask to see a copy.

If students and graduates have been pleased with the service they have received we ask them to tell us. They can let us know informally by talking or writing to a member of staff. Feedback is reviewed on a regular basis and at least annually.

Other feedback mechanisms include:

Feedback questionnaires: distributed at group sessions and in the Careers Centre and sent out periodically to our users for feedback. Questionnaires cover every aspect of the service.

Suggestions Box for suggestions or comments about any aspect of the service. Students and graduates do not have to give names but if contact details are supplied we will respond within five working days to comments or suggestions.

Complaints Procedure. If students and graduates are dissatisfied with any aspect of the service they should ask for a copy of the procedure outlined in our Compliments, Suggestions and Complaints Policy.

MONITORING AND REVIEW

This Statement of Service will be reviewed annually.