Careers and Employability Service - Statement of Service

Introduction

The University of Huddersfield’s Careers and Employability Service offers professional career information, advice and guidance to those seeking to develop their future working lives and enhance their employability. We offer a service that is provided in a fair and equal way to all our clients regardless of gender, ethnic origin, age, sexuality, religion or disability in adherence with the University’s Equal Opportunities Policies.

Who can use our services?

- All University of Huddersfield undergraduate, postgraduate and research students.
- All University of Huddersfield graduates.
- All University of Huddersfield staff.
- Graduates from other universities – although priority is always given to our own current students and graduates.

What you can expect from the Careers and Employability Service

- Helpful and welcoming staff, committed to a high level of customer service.
- Appropriately qualified staff who are committed to their own ongoing professional development.
- Up to date online and paper based information resources.
- Links with employers to ensure informed and realistic advice.
- Regular careers updates by email, departmental notice boards, plasma screens, tutors and VLE’s.
- Staff committed to equality of opportunity.
- Commitment to improving accessibility to the service.
- Strict adherence to principles of confidentiality by all staff.
- Impartiality.

In addition we adhere to the following national codes and standards:

- The Association of Graduate Careers Advisory Services (AGCAS) Quality Standard.
- Code of Practice of the Quality Assurance Agency.

How you can help us

- By keeping any appointment booked with us, including group sessions, unless unavoidable, in which case we’d like notification prior to your appointment or session.
- Offering us feedback so that we are able to evaluate and improve our services to you.
- By giving us as much relevant information as you can, so that we can answer your careers enquiry fully.
- Through awareness that the process of choosing, changing or developing your career may take time – results are not always immediate.
- By giving us prompt notification of any concern or dissatisfaction that you have with our service.
- By offering to help support our students once you graduate, through career mentoring and other networks.
Complaints procedure

If there is something you wish to complain about:

- In the first instance consult with the member of staff concerned.
- If you do not feel that your complaint has been dealt with satisfactorily, write a letter to the Career and Employer Engagement Manager who will undertake an investigation of the issues raised.

We will:

- Acknowledge a complaint within 2 working days.
- Investigate the matter of concern and respond by letter within 10 working days of receiving it.
- If the complaint will take longer than 10 days to investigate, we will explain the reason for this and when you can expect our response.

All complaints are used as feedback to plan service improvements.

What we offer

Advice and guidance
Appointments and quick query sessions are available throughout the week, during opening hours. Availability is advertised via our website: www.hud.ac.uk/careers.

Guidance appointments

- 30 minute bookable guidance appointments - an opportunity to discuss career planning, career management and employability skills, applications, employer research and further study.
- Email, telephone or Skype guidance is also available.

Quick query sessions

- 5-10 minute CV and applications queries.
- Careers Express – weekly quick query sessions based in each of the academic schools.

Careers Information Resources
Our careers library, website and social media profiles contain up-to-date information which is reviewed, developed and maintained by our Careers Information and Communications Team. Information on appropriate opportunities, recruiters, relevant occupations, career planning and management, postgraduate study and funding, job seeking skills and the recruitment process, careers competitions, activities, events, and working and studying abroad is available.

Careers Resource Area

- Open 10am-5pm throughout the year and staffed by a member of our Careers Information and Communications Team.

Online

- http://www.hud.ac.uk/careers
- Twitter: @HudUniCareers
- Facebook: HuddCareers
- Blog: blogs.hud.ac.uk/services/castle-hill-view
- Google+
Developing Employability
The service runs a range of ‘added-value’ activities which complement the information, advice and guidance that is at the core of careers support at the University.

Employer events
- Opportunities to network with a range of employers from different sectors take place throughout the academic year, our flagship Grad Jobs Fair is held annually in October.
- Participation aids development of industry contacts, building of labour market information, clarification of career choices, and finding professional experience, placement and graduate opportunities.

JobShop
- The University's online vacancies service for both current students and graduates of the University of Huddersfield.
- Here you will find:
  - graduate jobs - for final year students and graduates
  - part-time/casual jobs - work and earn while you study
  - professional experience opportunities
  - internships – for UoH graduates
  - graduate recruitment schemes – apply to work for top graduate recruiters
- Students and graduates can access JobShop here.

Career education
- Bespoke career education sessions are available to all courses and can be integrated into courses of study as appropriate based on negotiation between the relevant Careers Adviser and course tutor.
- A VLE career management skills module is also available and can be tailored to fit individual course requirements.

MyCareer
- Self-directed career tools are available to our students and graduates supporting the recruitment and selection process, including:
  - CV Builder
  - Interviews support
  - Help with assessment centres
  - Practice personality and psychometric tests
- The MyCareer resources can be accessed from here.

For further information and advice please contact us:
Tel: 01484 472124 | Email: careers@hud.ac.uk | Web: www.hud.ac.uk/careers

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