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 equitable way to all our clients regardless of gender, ethnic origin, age, sexuality, religion or disability in adherence with the University’s Equal Opportunities and Diversity Policy.

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 (view our Customer Service Policy for more information).
• Appropriately qualified staff who are committed to their own ongoing professional development.
• Up to date electronic and paper based information resources.
• Links with employers to ensure informed and realistic choices can be made.
• Regular careers updates by email, departmental notice boards, plasma screens, tutors and VLE’s.
• Staff committed to equity 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 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, by promoting opportunities with your company via JobShop and coming to talk at the University about your own career path.
What we offer

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 students and graduates
- **Graduate recruitment schemes** – apply to work for top graduate recruiters

Students and graduates can access JobShop [here](#).

Advice and guidance
Appointments are available throughout the week, during opening hours. Availability is advertised via our website: [www.hud.ac.uk/careers](http://www.hud.ac.uk/careers) and you can book yourself via [MyCareer](#).

- **Career Planning and Interview Preparation appointments**
  - 45-minute guidance appointments - an opportunity to discuss career planning, career management and employability skills, applications, employer research and further study.
  - Telephone or Skype guidance is also available.

- **20 Minute advice appointments**
  - 20 Minute Advice appointments – an opportunity to discuss longer applications and personal statement checks, job searching, work experience, teacher training, Linked-in and interview advice.
  - Bookable 48 hours in advance.

- **Mock Interview**
  - 60-minute Mock Interview
  - Opportunity to practice for an upcoming interview.
  - Only bookable by phone or in person and must have an upcoming interview confirmed.

- **CV/Cover Letter Drop-in**
  - Drop-in for quick CV and Cover Letter checks.
  - Available Monday to Friday 13:00 – 16:00 in the Careers Centre. These can be subject to change, any changes will be published on our Twitter and Facebook Pages.

- **Digital Drop-in**
  - Drop-in for Quick Query and information.
  - Available Monday to Friday 10:00 – 13:00 in the Careers Centre. These can be subject to change, any changes will be published on our Twitter and Facebook Pages.

Careers Information Resources
Our Careers Centre, 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 Centre**
  Open 10am-4pm throughout the year and staffed by a member of our Careers Information and Communications Team or one of the Careers and Employability Advisers.

• **Online**
  - **MyCareer**
    - This is our student and graduate portal, individually targeted to the profile of each user, which gives access to:
      - Online career resources (i.e. JobShop; MyCareerPlus; MyCareer Resource Hub)
      - Internships
      - Events
      - Organisations
      - Your careers appointments
      - MyCareer can be accessed from [here](#).
  - **MyCareerPlus**
    - Self-directed career tools are available to students and graduates which support the recruitment and selection process, including:
      - CV Builder
      - Interviews support
      - Help with assessment centres
      - Practice personality and psychometric tests
  - **MyCareer Resource Hub**
    - Targeted information on:
      - Graduate Schemes
      - Careers sectors
      - Career options with your degree
      - Global careers
      - Applications tips
      - Work experience
  - [http://www.hud.ac.uk/careers](http://www.hud.ac.uk/careers)
  - Twitter: @HudUniCareers
  - Facebook: HuduniCareers

**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.

**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 career management skills module is also available and can be tailored to fit individual course requirements.
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. All of our events are listed on MyCareer. If you have any further queries about additional support we can offer, please contact The Careers Service at careers@hud.ac.uk

How we communicate with you

We aim to communicate with you in ways that are accessible and appropriate, these include:

- MyCareer – your profile preferences mean that you will only see jobs and events relevant to you
- Targeted emails – designed to let you know about information relevant to you
- Social media
- Posters and flyers
- Plasma screens across the University
- In person

How you can contact us

- MyCareer: Ask a Query button
- Telephone: 01484 472124
- Email: careers@hud.ac.uk
- Twitter: @HudUniCareers
- Facebook: HuddCareers
- Comments cards: on our website and in the Careers Centre

Complaints procedure

The University has a number of different complaints procedures:

- For students – the Student Complaints Procedure is listed in Section 11 of the Students’ Handbook of Regulations.
- For staff – the University has a dedicated staff Grievance Procedure.
- For external partners – the University has an External Complaints Procedure to be followed.
- Complaints in relation to the recruitment or selection of staff are covered by the Recruitment and Selection 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 Information and Communications Manager who will undertake an investigation of the issues raised.

All complaints are used as valuable feedback to support our planning of future service improvements.

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