# Careers Guidance Policy

## Statement of Service

Careers aim to provide an inclusive, professional and impartial service to all current students within each of our three Faculties FAS, FoE and FHSCM, staff and recent graduates of up to three years. Regardless of what stage you are at in your career readiness; be that Discover, Develop or Compete we aim to support you by providing careers information, advice, education, and guidance as appropriate to boost your employability skills and enable you to make informed choices about your future.

## How to access our services

We offer a range of services to our students and recent graduates. These include a quick query service in Careers Corner and online via ‘Ask a Question’, bookable ‘Getting Started’ appointments, online CV + Application reviews, careers and employability workshops, interview practice and careers guidance appointments. Guidance appointments are made by Careers staff following a triage. Students in FAS, AHSC and non-QTS courses in FoE can access their dedicated Careers Adviser in weekly sessions during teaching weeks.

Our careers guidance appointments are offered by professionally qualified Careers Advisers who are trained to listen and support individuals to enhance their career exploration and decision-making skills. The Careers Adviser team are supported in their work by a team of Employment and Volunteering Advisers who provide information and advice on areas such as part-time jobs, volunteering opportunities and our Extra Edge Award. Students with protected characteristics can access dedicated support from the Employment Adviser team. Every student will also have access to career education through curriculum-based activities during their studies.

Users can access our services in person through our newly established Careers Corner in Catalyst. If you have an appointment with one of our advisers, these will be delivered from either the Careers Corner, the Catalyst huts or online using MS Teams or telephone. Confidential guidance appointments are delivered from our mezzanine rooms in Catalyst. Our online services: ‘Ask a Question’ and ‘CV + Application Review Tool’ offer an alternative option for those wishing to make virtual enquiries. We aim to respond via our online services within five working days.

For students and recent graduates who are unable to make use of our in-person support, a request for an appointment can be made using our ‘Ask a Question’ service.

## Confidentiality

We respect the right of individuals who use the service to be able to discuss or divulge matters of a personal or confidential nature with the full assurance that such information will be treated as confidential. Discussions with Careers staff will be treated in confidence and the content of discussions will not be shared with others outside of Careers unless this has been discussed and agreed with you.

In certain circumstances, Careers staff may have to make exceptions to the general rules of confidentiality.

* If we think there is a serious risk of harm to yourself or others
* Where there is a legal requirement to disclose information.

We understand that at times, you may be receiving support from any of our colleagues from other teams within the University and as such we occasionally work together to ensure you receive the most appropriate guidance and support. When this situation arises, we work with clients/students sensitively and in a timely manner whilst maintaining confidentiality.

## How you can help us to help you:

Careers staff are committed to supporting our students and graduates and have every intention to deliver high-quality, bespoke support. If we don’t know the answer, we will find out and get back to you. However, there are times when our service is in high demand and so we would ask the following to ensure that we can deliver it as smoothly as possible for everyone:

* During peak periods, we may not be able to respond to your questions immediately and would ask for your patience and understanding regarding our five working day turnaround.
* Contact us as soon as possible if you are unable to attend your careers appointment so that it can be made available for someone else.
* Please ensure that you attend your appointment, on time.
* Be prepared to talk and answer questions during the appointment so that we can establish how we are best able to help you and provide the appropriate level of guidance in accordance with your needs.
* If you are asked to carry out some further research or action before attending a follow-up appointment, ensure that you do this to make the most of the discussion and to develop yourself.
* We want to ensure a fair and accessible service for all and would stress the importance of acting upon advice and guidance to avoid overbooking appointments without carrying out previously agreed actions.

To be able to provide the highest quality advice and guidance to you, we recommend that you work on one application/area at a time. We will provide detailed feedback (as appropriate) on your applications or in response to your question and in return we expect you to address the areas highlighted in our response and act on them before submitting another draft or asking additional questions.

In some circumstances, and when we feel it is appropriate, we may limit the number of questions that can be asked in a day or week or the number of appointments that can be booked in a specified time period.

We recommend only one question or CV + application is asked in a seven-day period unless your reply is in relation to advice and feedback. If multiple queries are received within this time frame, we reserve the right to only answer one at a time. Further queries will be permitted once the feedback and advice has been implemented.

We usually limit appointment booking requests to one appointment of any type offered by the Careers team in a seven-day period. Additional appointments may be booked at the discretion of the adviser following a discussion or if a referral is needed to a colleague within the Careers team.

Finally, we ask that you respect our hardworking team who want the very best for you. We regularly seek feedback to improve and develop our service and would appreciate your honest, objective comments.