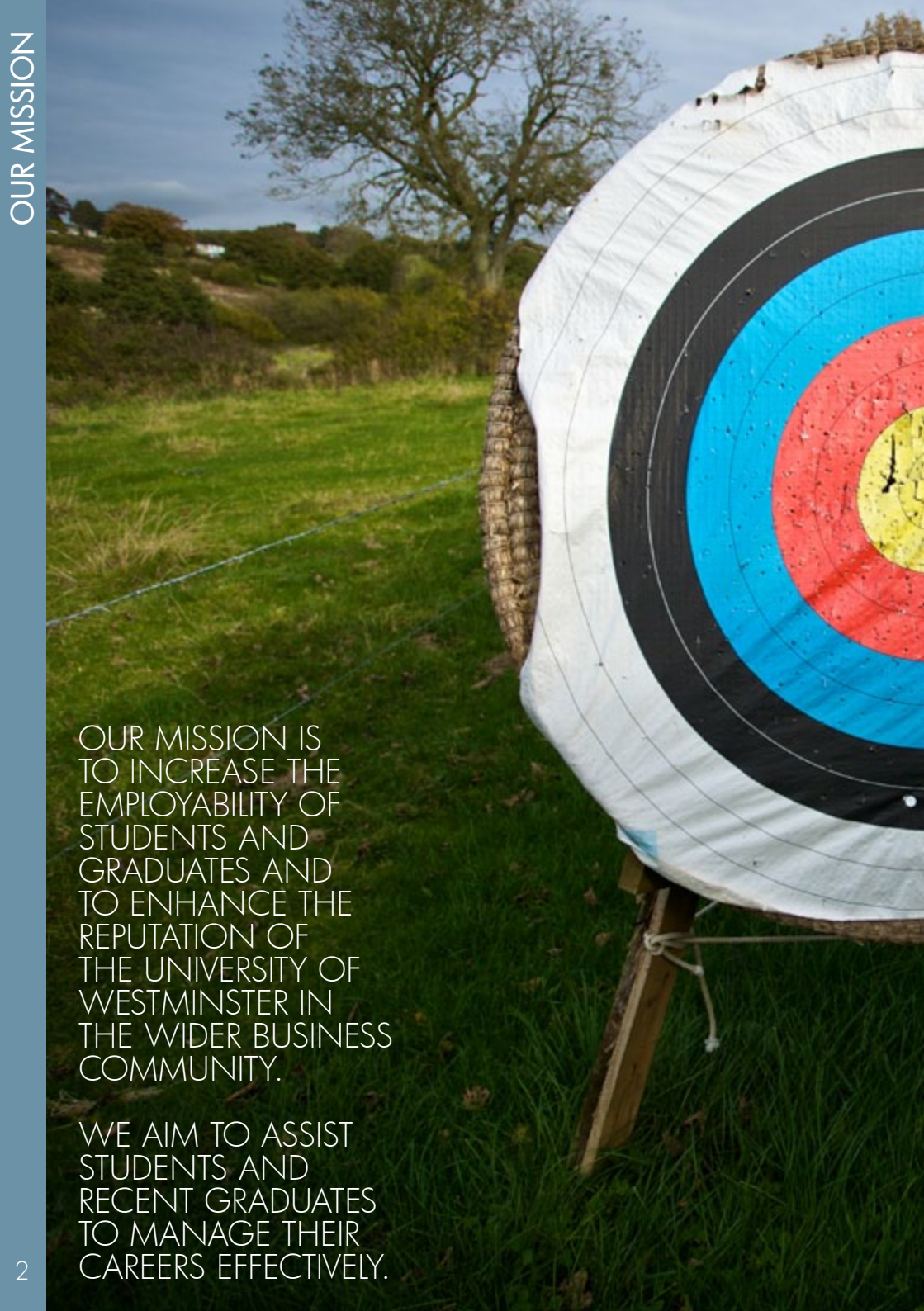


CAREER DEVELOPMENT CENTRE STATEMENTS OF SERVICE

UNIVERSITY OF
DEVELOPMENT
DIRECTION
DECISION
WESTMINSTER[®]



A large target on a wooden stand is positioned in a grassy field. The target has a white outer ring, a black inner ring, a blue ring, a red ring, and a yellow center. The target is mounted on a wooden post and is secured with a rope. The background shows a green field, a tree, and a cloudy sky.

OUR MISSION IS TO INCREASE THE EMPLOYABILITY OF STUDENTS AND GRADUATES AND TO ENHANCE THE REPUTATION OF THE UNIVERSITY OF WESTMINSTER IN THE WIDER BUSINESS COMMUNITY.

WE AIM TO ASSIST STUDENTS AND RECENT GRADUATES TO MANAGE THEIR CAREERS EFFECTIVELY.

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STATEMENT OF SERVICE – STUDENTS AND RECENT GRADUATES

We aim to assist students and recent graduates to manage their careers effectively.

Objectives

- To provide a comprehensive and accessible information, advice and guidance service.
- To encourage students to make early use of these facilities, and thereby to increase motivation.
- To enhance the employability of students through the provision of careers education programmes.
- To liaise actively with employers to provide a range of opportunities both before and after graduation, including part-time work, work experience, placements and graduate opportunities.

Who can use our services?

- The University of Westminster's current full-time and part-time students, discontinuing and deferring students and recent graduates* are entitled to use the full service including booked guidance interviews, without charge.
 - Services are available for non-recent graduates for which a charge will be made. For details of fees charged contact us on 020 7911 5184.
- * Graduates can access our information room and booked guidance for up to 3 years after graduation and access our online vacancy and events system for up to 13 months after graduation.

Services we offer

We offer the following services free to current students and graduates up to 3 years after graduating. See 'Who can use our Services' opposite for details of charges for other clients:

- Full guidance interview booked in advance up to 45 minutes in duration, up to 4 interviews per academic year.
- Individual "quick query" sessions for a 20 minute discussion with a duty Careers Consultant.
- e-guidance service for quick queries, enquiries for careers information, CV/covering letter/application checks. We aim to respond to all e-guidance requests, subject to staff availability, within 3 working days though will respond typically much sooner.
- Programmes of workshops and presentations on career choice, job search, self - marketing, recruitment and selection processes and further study.
- Careers information rooms containing a comprehensive range of materials relating to occupations, employers, voluntary work, working and studying overseas, further study and training.
- In-house publications including a CV and Applications guide.
- Dedicated PCs for clients to use for job searching.
- Online vacancy and events service for students looking for part-time, placement, voluntary and finalist opportunities and for new graduates seeking permanent jobs. Access to this service is available for up to 13 months after graduation.
- Talent Bank, an initiative to give current students access to paid opportunities on campus.
- Presentations and networking events with employers and professional bodies, alumni and other organisations.
- Tailored confidence-building and job search workshops for unemployed and recent graduates.
- Mentoring Scheme for ethnic minority students as well as a general mentoring scheme for all students.
- Career Development Centre Volunteering, assisting students and recent graduates to obtain volunteer placements with community and voluntary sector organisations that will contribute towards their graduate employability.
- The University of Westminster Associates in Schools scheme – offering 15 days of teaching experience in a school for those considering a teaching career.
- The Annual Careers Fair and other targeted subject-specific fairs – offering the opportunity to interact with graduate employers and create a good first impression.

Expectations and entitlement

You are entitled to expect that:

- we will endeavour to see you in Quick Queries subject to staffing resources
- full guidance interviews are offered within two weeks, subject to staffing resources
- any change or delay to your interview appointment time will be clearly explained.

Our expectations

We expect that you will:

- take responsibility for your own career progression and job search activity
- seek help if you cannot find what you are looking for
- make us aware, in advance, of any specialist needs relating to the provision, in alternative formats, of careers information, education and guidance
- treat staff with respect and also the materials made available for you and others to use
- take responsibility for making your own decisions, researching your career choices and taking actions to realise your career goals
- inform us within 1 working day if you are unable to attend a booked interview, seminar/workshop or presentation
- complete any preparatory work we request, for example, prior to a guidance interview or workshop, if appropriate
- use the computer facilities appropriately
- attend in good time for interviews and group sessions
- observe the terms of the AGCAS/AGR/NUS Code of Best Practice in Recruitment.

Provision for students with disabilities

We adhere to the precepts of the QAA Code of Practice on Students with Disabilities and to the guidelines produced by the AGCAS Disabilities Sub-Committee. Students and recent graduates with disabilities may request email or telephone guidance. We aim to respond to all e-guidance requests within 3 working days, subject to staff availability, though typically will respond much sooner.

Our website has specific information for students with disabilities in the “Know your rights” section:

westminster.ac.uk/careers



STATEMENT OF SERVICE – EMPLOYERS AND PROFESSIONAL BODIES

We aim to provide a well-informed, professional consultancy service which promotes close partnerships between the University and regional, national and international employers.

Objectives

- To strengthen links with employers and support their business needs by facilitating access to a skilled and diverse student and graduate workforce.
- To market job opportunities to students and graduates.

Services we offer

We offer the following services to Employers and Professional Bodies:

- Free advertising for opportunity providers, their vacancies and schemes, distributed to students and recent graduates via our web-based resources.
- Free facilities for conducting selection interviewing on campus.
- Free facilities for making formal presentations on campus and free publicity for such events.
- Places at our Annual Careers Fair for a reasonable fee.
- Targeted email to cohorts of students for recruitment purposes for a reasonable fee.
- The opportunity to participate in University of Westminster diversity programmes, including confidence-building and job search workshops for mature students and minority ethnic students.
- Attendance by our staff (as available) at briefing sessions and open days offered by opportunity providers.

In case of queries, please contact:
Employer Liaison Team
T: 020 7911 5184
between 9.30am and 5pm
E: careers@westminster.ac.uk

Expectations and entitlements

You are entitled to expect that:

- you will be dealt with by competent and courteous staff
- we will facilitate increased awareness amongst students and recent graduates of your recruitment and other related needs
- applicants will have had the opportunity, through using our services, to make appropriate and well-prepared applications
- we will provide the facility to edit and update your organisational and/or vacancy information held on our web-based vacancy and events system
- we will facilitate access to academic or other University staff, where appropriate
- we will provide direct access to the appropriate member of staff to discuss your recruitment, presentation, interviewing or other related needs
- complaints will be dealt with promptly, and in accordance with our Complaints Policy.

Our expectations

We expect that:

- you will observe the AGCAS/AGR/NUS Code of Practice on Recruitment
- you will notify us promptly of any changes relating to recruitment advertising or scheduled recruitment activities organised through Career Development Centre
- you will provide us with feedback on our services so that we can fulfil our commitment to continuous quality improvement.

Equal Opportunities:

We adhere to the University of Westminster and AGCAS Codes of Practice on Equal Opportunities. We are committed to promoting equality of access and treatment in education, regardless of race, religion, gender, disability, marital status, age or sexual preference.



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STATEMENT OF SERVICE – ACADEMIC STAFF

We aim to enhance student and graduate employability by working in partnership with academic staff and other appropriate stakeholders.

Objectives

- To integrate careers education, career management skills programmes and work-related learning in the curriculum.
- To provide information on student and graduate recruitment issues, labour market intelligence and graduate destinations.
- To facilitate increased employer liaison.

Expectations and Entitlement

You are entitled to expect that we will:

- maintain regular contact with academic departments, through a designated Careers Consultant or other members of our staff as appropriate
- disseminate information on graduate recruitment practices, labour market trends and other issues relevant to curriculum development, by a variety of channels.
- continue to provide careers workshops and employer presentations, on request, and within our resourcing limits
- in partnership with academic departments, continue to develop careers education/ careers management programmes and other work-related learning schemes, and facilitate their integration into the curriculum
- continue to increase our employer and other professional links and facilitate liaison between these and academic staff, where appropriate
- advertise course-specific vacancies through course contacts.

Our expectations

We expect that you will:

- give adequate notice of requests for our involvement in workshops and related careers activities
- share employer and other relevant professional contacts which may inform our work
- assist us in promoting our services and activities to your students where relevant.

STATEMENT OF SERVICE – THE INSTITUTION

We aim to build on the reputation of the University as a centre for continuing professional development and as a preferred source of graduate recruitment.

Expectations and Entitlement

In order to meet these objectives, the Institution can expect that we will:

- ensure that our mission statement and annual strategic objectives are aligned with the Institution's strategic plan
- be accountable for our activities through the annual report presented to the Student Affairs Forum and the Widening Participation Planning Group
- provide an effectively managed and delivered service within the limits of available resources
- remain committed to continuous quality improvement in our service delivery. We will achieve this by working towards sector-accredited quality standards, and by supporting the continuing professional development of all our staff
- collaborate with academic staff in the development of careers-related activities designed to enhance the employability of students
- provide informed support for QAA and other audit processes, as required
- work in partnership with other, non-academic departments on programmes such as on-line learning and on events of benefit to the Institution
- continue to forge external links with a wide range of employers, professional bodies and other useful organisations. Through these links, we will seek to increase the range of opportunities available to students and graduates, and to promote the Institution, its students, alumni and services whenever appropriate. We will continue to participate in, and contribute to, national and regional activities of AGCAS, The Association of Graduate Careers Advisory Services.

T: +44 (0)20 7911 5184
E: careers@westminster.ac.uk

The University of Westminster is a charity and a company limited by guarantee. Registration number: 977818 England
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