

# Careers and Employability Service (CES)

## Statement of Service

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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 & thereby to increase their chances of success.
- To enhance the employability of students through the provision of careers education and development programmes.
- To liaise actively with employers to provide a range of opportunities both before and after graduation, including part-time work, work experience, placements, volunteering opportunities 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 (up to 3 years after course completion) are entitled to use the Careers and Employability Service without charge.
- Some specific services and activities provided by CES may have their own specific eligibility criteria, but this will be made clear to potential participants when these activities are advertised.

### Services we offer

We offer the following services free to current students and graduates up to 3 years after graduating:

- Individual **20-minute appointments with a Careers Consultant**, booked in advance with no limitations.
- Individual **20-minute appointments with a member of the relevant College Placement team** to support those looking for Work Based Learning and Placement opportunities (current students only)
- Individual **45-minute guidance appointments with a Careers Consultant** booked in advance - up to 4 appointments per academic year.
- Programmes of workshops and presentations on career choice, job search, self-marketing, recruitment and selection processes and further study
- In-house publications tailored to Westminster students and graduates.
- Online vacancy and events service for students looking for part-time, placement, voluntary and finalist opportunities and for new graduates seeking permanent jobs.
- **Talent Bank**, an initiative to give current students access to paid opportunities on campus (current students only)
- Presentations and networking events with employers and professional bodies, alumni and other organisations
- **Westminster Employability Award** (current students only)
- Tailored confidence-building and job search workshops for recent graduates
- **Volunteering opportunities**, 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 **Explore Teaching Scheme** – offering 15 days of teaching experience in a school for those considering a teaching career.
- **Careers Fairs and events** – offering the opportunity to interact with employers and create a good first impression.

### **Expectations and entitlement**

You are entitled to expect that:

- you can book to see a Careers Consultant or Placement team member in a timely manner, subject to staffing resources.
- you can book a guidance appointment with a Careers Consultant within 3 working weeks of a 20-minute appointment, subject to staffing resources.
- any change or delay to your 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.
- cancel booked appointments you cannot make as far in advance as possible (minimum of 1 hour for a 20-minute appointment, and 24hrs for a 45-minute appointment)
- cancel your place at a workshop or event you cannot attend as far in advance as possible (minimum 24 hrs)
- complete any preparatory work we request, for example, prior to a guidance appointment or workshop, if appropriate (this includes checking access if using Teams or other software)
- use the resources provided by Engage and EngagePlus in a professional way, and do not copy or share resources provided exclusively to you.
- attend in good time for appointments and group sessions and behave appropriately during the session respecting the presenter(s) and other participants.

### **Provision for students with disabilities**

We adhere to the precepts of the UK Quality Code for Higher Education Chapter 4B: Enabling Student Development and Achievement and to the guidelines produced by the AGCAS Disability Task Group. Students and recent graduates with disabilities may request email or remote guidance via Teams or phone. We aim to respond to all e-guidance requests within 5 working days, subject to staff availability, though typically will respond much sooner.

Engage has specific information for students with disabilities in the Career Discovery section.

## 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 Engage.
- Free facilities for conducting selection interviewing of Westminster students/graduates on campus (where space allows).
- Free facilities for making recruitment presentations on campus and free publicity for such events.
- Places at one of our Careers Fairs.
- The opportunity to contribute to skills development workshops where relevant.
- Attendance by our staff (as available) at briefing sessions and open days offered by opportunity providers.

In case of queries, please contact the Employer Liaison Team by email: [employerliaison@westminster.ac.uk](mailto:employerliaison@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 Engage 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 agree to and comply with our [Terms of Service](#).
- you will notify us promptly of any changes relating to recruitment advertising or scheduled recruitment activities organised through the Careers and Employability Service

- you will provide us with feedback on our services so that we can fulfil our commitment to continuous quality improvement.
- you will treat candidates for your opportunities in a reasonable and fair manner.

### **Equal Opportunities**

We are committed to the University of Westminster policies on Equality and Diversity and adhere to the AGCAS Code of Ethics. We are committed to promoting equality of access and treatment in education regardless of race, religion or belief, gender, gender identity, disability, marital/civil partnership status, pregnancy or maternity, ethnic or national origin, age or sexual orientation. We reserve the right not to promote opportunities which go against our Equality, Diversity and Inclusivity principles.

## **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-based and placement learning in the curriculum.
- To provide information on student and graduate recruitment issues, labour market intelligence and graduate destinations.
- To facilitate targeted 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.
- provide careers workshops and employer presentations, on request, and within our resourcing limits.
- in partnership with academic departments, develop careers education/ careers management programmes and facilitate their integration into the curriculum.
- in partnership with academic departments, provide support to the integration of work based and placement learning in the curriculum.
- continue to increase our employer and other professional links and facilitate liaison between these and academic staff, where appropriate.
- highlight course-specific opportunities such as events through course contacts.
- ensure an appropriate team member is able to attend Employer Advisory Boards and other relevant meetings, given sufficient notice.

### **Our expectations** - we expect that you will:

- give adequate notice of requests for our involvement in workshops and related careers activities such as Employer Advisory Boards.
- 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 student 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 School Employability Directors and Employability Task Force
- provide an effectively managed and delivered service within the limits of available resources.
- remain fully committed to continuous quality improvement in our careers 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 events and activities 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, as well as other bodies relevant to the work of CES such as ASET.

## CES COMPLAINTS PROCEDURE

### **Informal student complaints regarding services and activities offered by CES**

We take all complaints seriously, and where possible seek that they are resolved quickly and amicably. We recommend, in the first instance, that concerns are raised at the point the issue has occurred are raised directly with the appropriate member of our team. Where they cannot be dealt with in this manner, but are still of an informal nature, then an email outlining the issue should be sent to the Careers and Employability Service Manager via [careers@westminster.ac.uk](mailto:careers@westminster.ac.uk) and they will respond appropriately.

Where issues remain unresolved, or are of a more formal nature, students are referred to the University's [student complaints procedure](#).

### **Complaints regarding employers and opportunities advertised by CES**

All employing organisations who advertise their opportunities through Engage are required to sign up to the Careers & Employability Service Terms of Service. It is the duty of the University of Westminster and Westminster Students' Union to investigate any complaint submitted by

a student or graduate regarding organisational conduct in relation to recruitment and employment.

1. Initial complaints should be made in writing to the Careers and Employability Service Manager via [careers@westminster.ac.uk](mailto:careers@westminster.ac.uk). Further information to clarify the complaint will be sought as appropriate. **Anonymous complaints will not be investigated.**
2. Complaints can only be investigated fully if the complainant gives permission for their complaint to be raised directly by CES with the organisation concerned.
3. Where appropriate statements will be collected from the parties concerned and an independent panel will meet to decide on the outcome.
4. The outcome will be communicated in writing to all parties within 5 working days of the panel meeting and will also be circulated to relevant internal departments.
5. All parties have the right to appeal. Appeals should be submitted in writing within 5 working days to the Director of Student and Academic Services (email)
6. All complaint information will be handled sensitively and following any relevant data protection requirements.
7. If a complaint results in an employer no longer being able to use the services of the Careers and Employability Service, this will be recorded on the CES employer database, and the organisation made inactive.
8. Records of complaints and correspondence relating to complaints will be kept in a private OneDrive folder for up to 3 years.
9. If you remain dissatisfied with the attempts to resolve your complaint informally, you may escalate your complaint to the next stage by raising a formal complaint under Stage 2 of the Student Complaints Procedure. Formal Complaints should be submitted using the online form via e: Vision to the [Student Complaints Team](#) no later than 90 days after the incident has happened. Information about Student Complaints and how to submit a complaint via e: Vision is available on the University webpage: [Student complaints | University of Westminster, London](#)

## CAREERS AND EMPLOYABILITY SERVICE – CONTACT US

W. [www.westminster.ac.uk/current-students/employability](http://www.westminster.ac.uk/current-students/employability)

E. [careers@westminster.ac.uk](mailto:careers@westminster.ac.uk) | [Engage](#)



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