

## ZONE 29 STATEMENT OF SERVICE – STUDENTS AND RECENT GRADUATES

### Careers and Enterprise Services

Zone29 is the University's brand for careers and enterprise support for students and recent graduates. We aim to assist our students and recent graduates in managing their careers effectively.

#### Objectives

- To provide a comprehensive and accessible careers information, advice and guidance service.
- To encourage students to make early use of these facilities and thereby to increase their chances of success.
- To enhance the employability skills of students through the provision of careers and enterprise education and development programmes.
- To liaise actively with alumni, employers and external partners to provide a range of opportunities to students, both before and after graduation, including part-time work, work experience, mentoring, placements, internships, work-based learning projects, volunteering opportunities and graduate opportunities.

#### Who can use our services?

- The University of Westminster's current full-time and part-time students and recent graduates (up to 3 years after course completion) are entitled to use the Careers and Enterprise provision.
- Some specific services and activities provided may have their own specific eligibility criteria, but this will be made clear to potential participants when these activities are advertised. For example, we offer support for alumni, who may have graduated more than 3 years ago, via our Elevate business support programme.
- Almost all our services are offered without charge. Where this is not the case, 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. These are usually focussed on addressing specific queries with a CV or job application.
- Individual **45-minute guidance appointments with a Careers Consultant** booked in advance - up to 4 appointments per academic year. These are usually focussed on a wider range of topics included career planning and more general advice and guidance discussions.
- Individual **20-minute appointments with a member of the relevant College Placement team** to support those looking for Work Based Learning and Placement (including Work Experience and Internships) opportunities (current students only)
- Some appointments may be ring-fenced to certain groups of students or for specific programmes.
- Programmes of workshops and presentations on topics such as career choice, job search, self-marketing, recruitment and selection processes and further study
- Careers resources and in-house publications tailored to Westminster students and graduates.
- **Fairs and events** – offering the opportunity to interact with employers, alumni, industry leaders and entrepreneurs to broaden your connections and uncover career opportunities
- Presentations and networking events with employers and professional bodies, alumni and other organisations
- **CareerZone**, our online **vacancy and events platform** for students and graduates looking for part-time jobs, internships, placements, voluntary roles, finalist opportunities for final-year students, and for graduate roles.

- **Talent Bank**, an initiative to give current students access to paid part-time opportunities at the University (current students only)
- Tailored confidence-building and job search workshops for recent graduates
- Westminster Award (current students only)
- **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 current students considering a teaching career.
- **WeNetwork** (current students and recent graduates)  
Entrepreneurial support to develop businesses, side hustles, and freelance careers. WeNetwork equips participants with sought-after skills, mentoring, funding opportunities, and access to a vibrant community of business experts and entrepreneurial students. The support available includes one-to-one appointments, structured programmes, events, and competitions.
- **Future Ready Mentoring** – students and recent graduates can apply to be matched with a mentor, an experienced industry professional who will help participants to develop skills and networks
- **Westminster Working Cultures** – WWC connects current students with working professionals from various industries and sectors. It offers funded short-term trips abroad and local programmes in the UK

**Please note:**

- Whilst we are able to signpost international students to relevant resources, we are unable to offer advice regarding visas. Students requiring visa advice should contact the Student Centre or make an appointment with the Student Advice team who have their own Statement of Service: [Immigration Statement of Service April 2024](#)
- Appointments with a Careers Consultant, the Placement team or a member of the WeNetwork team are for the benefit of the student or graduate requesting the appointment. The only additional person who may accompany and attend is someone providing support, such as a notetaker for disabled students.
- Recording of appointments is permissible only if you have expressly requested this and have been given permission to do so.

### Expectations and entitlement

You are entitled to expect that:

- you can book to see a Careers Consultant, WeNetwork or Placement team member in a timely manner, subject to staffing resources.
- any change or delay to your appointment time will be clearly explained.
- our programmes have clearly articulated application criteria and deadlines
- Student or graduate complaints about any these services will follow the Complaints and Appeals process outlined in this document.

We expect that you will:

- take responsibility for making your own decisions, researching your career choices, job search activity and taking actions to realise your career goals and for your own career progression.
- 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 and enterprise information, education and guidance.
- treat staff with respect and also the materials made available for you and others to use.
- cancel booked appointments you cannot make as far in advance as possible (appointments can only be cancelled a minimum of 1 hour before they are due to take place – any cancellation after this time will count as a missed 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)
- attend in good time for appointments and events and behave appropriately during the session respecting the presenter(s) and other participants in line with the university's [Student Code of Conduct](#) which applies to students and graduates..
- use the CareerZone resources in a professional way, and do not copy or share resources provided exclusively to you.
- complete feedback and evaluation forms, where relevant, and when requested, to support the ongoing development of careers and enterprise provision
- Understand that any form of abuse or threat directed at members of staff, fellow students and graduates or any external partners involved in these activities will not be tolerated and will be escalated to the relevant Team Manager. If the issue cannot be resolved locally, it may be referred to student disciplinary procedures. Any matters relating to the conduct of individual alumni may be referred to the [Alumni Behavioural Policy](#) and associated procedure.

### **Provision for students with disabilities and Reasonable Adjustments**

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 online guidance via Teams. We aim to respond to all e-guidance requests within 5 working days, subject to staff availability, though typically will respond much sooner.

If participants have a requirement for reasonable adjustments that may affect their full participation in activities, they should contact the relevant team at the earliest opportunity for a confidential discussion so adjustments can be considered to help participants to make the most of activities.

The relevant team will work with the University's [Disability Learning Support](#) team to consider any reasonable adjustments to resources, content or delivery, as appropriate.

CareerZone includes specific information for students with disabilities in the Career Discovery section.

### **Funding awarded by WeNetwork**

Funding recipients are expected to use the funding received from WeNetwork and/or their funding partners as set out in the funding application, and in all circumstances, for legitimate and legal purposes. Funding awarded by WeNetwork may not be used to cover personal expenses such as rent and food and may not be spent outside of the project the funding was awarded for. If you have any questions regarding spending the funding received, please contact WeNetwork by email [wenetwork@westminster.ac.uk](mailto:wenetwork@westminster.ac.uk).

If you are struggling with your personal finances, the university has a [Living Expenses Support Scheme](#) you can find out more about.

Receiving funding from WeNetwork requires keeping in contact with WeNetwork and being in a position to provide updates on how the funding has been spent or provide testimonials about participation in WeNetwork programmes.

## COMPLAINTS PROCEDURE

### Informal student complaints regarding Careers and Enterprise services and activities

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 [careers@westminster.ac.uk](mailto:careers@westminster.ac.uk)

### Formal complaints regarding Careers and Enterprise services and activities

**For current students:** Where issues remain unresolved, or are of a more formal nature, students should refer to the [University's Student Complaints Procedure](#).

**For graduates and alumni:** The [Alumni Complaints Procedure](#) supports alumni who wish to complain about an aspect of the University's provision they have experienced since leaving University. For all complaints relating to issues which occurred during the time of study, the Student Complaints Procedure should be used.

## CONTACT US

Visit the [Zone29](#) website: <https://www.westminster.ac.uk/zone29>

Email address: [careers@westminster.ac.uk](mailto:careers@westminster.ac.uk)



[University of Westminster Career Zone](#)

LinkedIn URL: <https://www.linkedin.com/showcase/university-of-westminster-career-zone>



[@uniwestminstercareerzone](#)

Instagram URL: <https://www.instagram.com/uniwestminstercareerzone/>

## 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.

## EDI Endorsement Statement

At the University of Westminster, our employability initiatives are designed to offer our students experiences that help develop skills that set you up for the workplace, and give you access to industry. The majority of our initiatives are available to all: a number of others have been designed to

support specific groups. These are groups that we recognise as underrepresented, both in industry and as participants in our programmes.

Equality of opportunity does not always mean that everyone has access to the same things. It can entail creating a level playing field by offering some opportunities to those who have had less access to them.”

In addition to our targeted programmes, we offer a huge range of programmes that are open to all students. We hope to see you at one of our many events or programmes very soon. More information is available via [Zone 29](#)