

**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 students and graduates seeking to develop their future working lives and enhance their employability. We offer an inclusive service that is provided 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](https://www.hud.ac.uk/media/policydocuments/Equal-Opportunities-And-Diversity-Policy.pdf).

**Who can use our services?**

* All University of Huddersfield undergraduate, postgraduate and research students (NB this does not include students at Partner Colleges or those studying franchised courses).
* All students who have graduated from the University of Huddersfield, as part of our lifetime support offer. (NB the service offer to students after graduation may be different from the services available while you are studying with us for practical and operational reasons). Graduates, please note that if you are currently studying at another publicly funded HE provider in the UK, we would expect you to use the careers support from that organisation for the duration of your course.

**What you can expect from the Careers and Employability Service**

* Support which is client-centred, impartial and confidential.
* Staff who are committed to equity of opportunity and inclusion.
* Helpful and welcoming staff, committed to a high level of customer service.
* Appropriately Qualified staff.
* Up to date information resources.
* Links with employers.
* Regular careers updates including email, social media, MyHud, physical displays, plasma screens, tutors and VLE’s.
* Collaborative working with Schools and other parts of the University (e.g. Disability and Wellbeing) to effectively support you.
* A flexible service including appointments and events that are both in person and online.

In addition, we adhere to the following national codes and standards:

* The Association of Graduate Careers Advisory Services (AGCAS) [Quality Standard](http://www.agcas.org.uk/pages/quality).
* [Code of Practice](file:///C%3A%5CUsers%5Cstsesep%5CDownloads%5Crevised-uk-quality-code-for-higher-education.pdf) of the Quality Assurance Agency.

**Additional information for Distance Learning students**

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| The University of Huddersfield Careers Service provides expert advice about the UK graduate labour market ranging from deciding on a career to securing a graduate level job / place on a further course of study. This includes advice about opportunities and student level jobs in the local Huddersfield area and wider region (including West Yorkshire). As well as supporting all undergraduate and postgraduate level Distanced Learning students with employability advice, we also provide signposting to relevant information sources for International Students looking for work outside the UK. However, we are unable to assist with in-depth information or advice about employment opportunities in other countries. Distanced Learning students on undergraduate / postgraduate level courses are welcome to book an appointment with a qualified advisor using our web-based booking system. Appointments are free to any qualifying student or graduate studying at the University of Huddersfield, and may be booked as an online appointment (using Teams) or an in-person appointment on campus. All appointments are offered during the standard working week (Monday to Friday) during normal office hours (10am to 4pm Greenwich Mean Time), public holidays and University closure days excluding. We also offer a 24-7 e-guidance service available from our website using the ‘ask a question’ page. All graduates from the University of Huddersfield are able to make use of our ‘here for life’ offer of lifetime careers support. Support with self-employment, freelancing and other related activities is provided by the University’s [Enterprise Team](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fstudents.hud.ac.uk%2Fopportunities%2Fenterprise%2F&data=05%7C01%7CD.Stanbury%40hud.ac.uk%7C0e7784a8f42b47c97b9808dbce250ebe%7Cb52e9fda06914585bdfc5ccae1ce1890%7C0%7C0%7C638330430770666839%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=dFbkzfhyiJbcVW121v0uSeA5OzAmt92hT0uW3JH9oc0%3D&reserved=0).  |

**How you can help us**

* Attending appointments / workshops you’ve booked with us.
* Letting us know in advance if you can’t make appointments / workshops.
* Be courteous to other students by booking only one guidance appointment per week.
* Giving us feedback on our services so we can improve them for you.
* Share with us information about your personal situation to help us provide the best service for you.
* Take responsibility for your own career learning and developing the skills and abilities that you need for your career plans. Career timelines available to support.
* Engage with your careers education and the Global Professional Award.
* When you’ve graduated, complete the Graduate Outcomes Survey this information is important for us to help fellow students on your course.
* When you start your career, see if the organisation you’re with can advertise opportunities through our JobShop for current students.

**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.
* **Voluntary opportunities** – these are available for both students and graduates.

Students and graduates can access [JobShop.](careers.hud.ac.uk)

**Advice and guidance**

Appointments are available throughout the week, during opening hours. Availability is advertised and you can book yourself via [MyCareer](https://careers.hud.ac.uk/home.html). Booking terms and conditions are detailed on MyCareer. **Availability and mode of appointment varies during year, please check MyCareer)**

#### Career Planning appointments (includes option for interview preparation / mock interview)

* 45-minute guidance appointments - an opportunity to discuss career planning, career management and employability skills, applications, employer research and further study.
* In person, telephone or virtual appointments are available.
* Appointments are released a week in advance.

#### 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.
* In person, telephone or virtual appointments are available.
* Appointments are released two days in advance.
* **Short 10 minute appointments**
* Drop-in for quick CV and Cover Letter checks.
* Appointments are released on the same day.

#### Careers Centre

* You can come here for a careers appointment, browse resources and look at vacancies.
* *The Centre is flexibly staffed during 10-4pm Monday to Friday with the exception of University closures and public holidays.*
* Opening hours can be subject to change, any significant changes will be published on our Twitter account, website, MyHud and Facebook Pages.
* **Submit a query**
	+ You can submit a careers question to a member of staff via the ‘submit a query’ function in MyCareer at any time.
	+ We aim to respond within 5 working days (with the exception of University closure and public holidays).

**Online content and Social Media**

* An up to date website with information and advice covering all the key aspects of employability: <https://students.hud.ac.uk/opportunities/careers/>
* **MyCareer**: a system that enables you to: book appointments, workshops and employer events; manage your profile; find jobs, internships and other events and opportunities. Includes our online jobs board the **Job Shop**.
* **MyCareer Plus**: additional careers advice, videos, psychometric tests, CV Checker and Interview 360.
* **Resource Hub**: hundreds of handpicked weblinks organised into topics so you can find the key information you need.
* Twitter: @HudUniCareers
* Facebook: HuduniCareers
* The Careers Blog: <http://blogs.hud.ac.uk/services/hudunicareers/>
* YouTube: [hudunicareers](https://www.youtube.com/c/CareersHuddersfield)

We also:

* Connect you to employers (e.g. through the Careers Fair and other employer events).
* Work with your School to deliver careers sessions for your degree.
* Deliver the Global Professional Award (GPA) which helps you develop employability, well-being and enterprise skills.
* Run a programme of central events you can book onto.
* Create high quality resources so you can find out about opportunities, and how to get them.
* Provide mentoring opportunities.

**How we communicate with you**

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

* Targeted emails – with information relevant to you.
* Social media.
* Posters, flyers and plasma screens across the University.
* Feedback surveys.
* MyHud.
* Through your course on your virtual learning environment.

**Accessibility Support**

We work closely with the University’s Wellbeing and Disability Service to help any student who needs extra support. We aim to make all our services accessible to all our users, so if a service or some information isn’t accessible, please let us know and we’ll do our best to support you with an alternative approach.

**How you can contact us**

The recommended way for students and graduates to contact the careers service is via MyCareer.

* MyCareer: Ask a Query button
* Email: careers@hud.ac.uk
* Twitter: @HudUniCareers
* Facebook: HudUniCareers

**Complaints / feedback**

The Careers service gathers feedback regularly from users including students and employers and aims to improve the service as a result of this.

We engage with a range of stakeholders including academic partners through a range of groups including the University Enterprise and Employability Committee and frequently gather data and information to continually improve the offer for students and graduates.

The University has a number of different complaints procedures:

* For students – the [Student Complaints Procedure](https://www.hud.ac.uk/media/policydocuments/Student-Handbook-of-Regulations.pdf#page=127) is listed in Section 11 of the [Students’ Handbook of Regulations](https://www.hud.ac.uk/registry/regulations-and-policies/studentregs/).
* For staff – the University has a dedicated staff [Grievance Procedure](https://www.hud.ac.uk/media/policydocuments/Grievance-Procedure.pdf).
* For external partners – the University has an [External Complaints Procedure](https://www.hud.ac.uk/media/policydocuments/External-Complaints-Procedure.pdf) to be followed.
* Complaints in relation to the recruitment or selection of staff are covered by the [Recruitment and Selection Procedure](https://www.hud.ac.uk/media/policydocuments/RecSel-Procedure.pdf).

If there is something you wish to complain about:

* In the first instance raise the issue with the member of staff concerned *if you feel comfortable doing so.*
* Alternatively, you can simply email the Head of Service (Claire Aydogan) who will undertake an investigation of the issues raised: C.Aydogan@hud.ac.uk
* We view all complaints as valuable feedback to help us improve the service we offer to you.

**All details are correct at time of publication. The University reserves the right to alter services without notice, however, we aim to notify users of changes through relevant channels where appropriate.**

If you have any further queries about additional support we can offer, please contact The Careers Service at [careers@hud.ac.uk](file:///%5C%5Cnas01%5Cstsehome%5Cstsesep%5Ccareers%40hud.ac.uk)

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| **The University reserves the right in exceptional circumstances to restrict or remove (temporarily or permanently) careers support for causes including, but not limited to: repeated failure to attend booked events/appointments; abusive behaviour towards staff or other students (online or in person); vexatious requests; or where appropriate according to the University’s disciplinary regulations.**  |

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