

## **STATEMENT OF SERVICE (at May 2023)**

The Student Futures Team will:

- (1) encourage and enable LJMU students and graduates to take advantage of work-based learning opportunities, develop employability and job seeking skills and implement well informed decisions about their future goals
- (2) offer professional employer engagement that is the first point of contact for employers wishing to work with LJMU
- (3) offer professional services and support for LJMU colleagues

### **WE HAVE AS OUR GOALS:**

1. To educate, encourage and empower students and graduates:

To recognise and further develop their:

- Employability skills and mindset
  - Career ready and job getting skills
  - Build and extend networks
  - To appreciate and explore the range of opportunities available to them and the skills and competencies needed to optimise them
  - To clarify their values and interests and to relate them to possible career choices
  - To formulate and realise their early or next career plans.
2. To provide a high quality service to as wide a range as possible of employers and others. To encourage and enable them to contribute to work based learning across the University and provide information about the opportunities they offer, to recruit from LJMU and to contribute to the work of the Team.
  3. To provide a high quality impartial consultative service to LJMU staff and communicate the changing graduate employment market.
  4. To participate in and support the work of relevant professional organisations, including AGCAS, ASET, ISE and EntreComp and adhere to national codes and standards of Matrix Quality Standard.
  5. To adhere to all policies and legislation including Equality and Diversity, Data Protection and Freedom of Information Acts that affects the way we work.

### **WE ARE COMMITTED TO:**

- Providing a welcoming and supportive professional service in Career Zones that are inclusive and accessible
- Treating service users and each other with fairness, respect and consideration
- Providing client-focused, impartial, objective, accessible and, so far as concerns individuals, confidential careers guidance
- Promoting equality of opportunity
- Fostering innovation and continuous improvement in the range and quality of the services we provide.

## **Students**

Students and graduates can expect from us:

- A service which is quality assured, client-focused, impartial, objective, accessible and, so far as concerns individuals, confidential
- Staff who are welcoming, professional and approachable
- Recognition of the particular needs and tailoring of support including additional support for students with disabilities, who are neurodivergent or with long term health conditions

### **The service we provide**

- Professional career development support, engaging and effective work related opportunities and effective career search and planning activities.
- Access to a wide range of quality information in the Careers Zones and online, in a variety of formats, to help you to identify and explore appropriate opportunities, including work experience, internships, employment and further study
- Advice on strategies for researching opportunities, including external sources of information
- A comprehensive and up-to-date website covering all aspects of the career development and employability support, available services, events, vacancies and career planning Careers information
- Regular communications through Canvas pages, newsletters, email and social media to update students on opportunities and events
- Pre-booked appointments with a Careers and Employability Advisor (30 minutes) to help with practical queries such as CV support, application for jobs and postgraduate study, interview preparation etc.
- Pre-booked, longer guidance discussions for students with a disability, who have neurodivergent or have a long term health condition (60 minutes)
- Mock Interview practice (60 minutes) to help you with any aspect of your career search, decision-making and planning usually available within one week of your request
- Access to Careers Zone 24/7 - a series of digital career development resources including: CV360 and Interview 360
- Access to careers guidance via MSTeams is available.
- All vacancy information, including work experience and internships opportunities are published in Careers Zone 24/7
- Career development skills sessions offer current and relevant job seeking training and practical work skills.
- Regular "Meet the Employer" sessions are held in Careers Zones and recruitment fairs run several times per academic year

### **Access**

Except during University closure, and on certain days in the year, the services offered are available each week day from 9.00 am until 5pm. Non-term time dates may vary and students should check Student Futures website and social media.

Students are encouraged to make full use, at any time, of our website and access to Careers Zone 24/7, which carries up to date information, all activities and events, opening times, vacancies etc.



Facilities for students with disabilities include wheelchair access to all public areas, hearing loop systems, special ICT equipment and, on request, in-house printed material in different formats

### **Limitations**

While we are able to provide careers education, information and guidance in relation to the UK graduate labour market, we are not able to provide the same level of information about all other labour markets and practices.

### **What we ask of you**

We depend on you to help us provide the most effective possible service.

You can help by:

- Attending punctually for all meetings for interviews, and attending events for which you have signed up or letting us know as soon as possible where that is not possible
- Providing us with constructive feedback on the effectiveness of our service
- Being considerate towards other users and staff in your use of the Careers Zones and services
- Abiding by the AGCAS/AGR Code of Conduct in Recruitment (see [www.agcas.org.uk](http://www.agcas.org.uk))
- Recognising that our expertise lies in, and does not extend beyond, helping you to make and implement well-informed decisions about your careers (including appreciating and exploring the range of opportunities available to you and the abilities and skills needed for them clarifying your values and interests and relating them to possible career choices recognising and further developing your abilities and skills and formulating and realising your early or next career plans). But where we cannot meet your needs we will endeavour to suggest other ways in which they might be met
- Recognising in particular that the choices you make are your choices: we will provide all the help we can, but we will not make your choices for you

### **Employers**

The commitment to employer clients and partners

#### **Employers can expect**

- Staff who are professional and knowledgeable in their areas of expertise
- An efficient response to enquiries and requests usually via Employer Engagement Team
- Detailed information on what Student Futures can provide on the employer pages of our website

#### **The service we provide**

We will help you to communicate the opportunities you offer to students in the following ways:

- An individual Employer Engagement Team member will work with you to deliver your objectives
- Through the Employer Engagement Team we will communicate your offer or request with individual academic colleagues, schools and faculties and act as a facilitator/broker as appropriate for work based learning activities



- We offer you the opportunity to participate in career information events for students, providing them with information about particular careers.
- Support in recruiting students and graduates by offering time and space within Careers Zones for drop-ins, presentations, and individual interviews
- Attend specialist recruitment and information events which take place throughout the academic year
- We offer you the opportunity to participate in career information events for students, providing them with information about particular careers.
- A professional on-line vacancy advertising service offering access to students and graduates across a full range of degree disciplines.

### **Access**

Your first point of contact with Student Futures will normally be with a member of our Employer Engagement Team, who will be able to deal with your enquiry.

### **What we ask of you**

We depend on you to help us continuously develop our services and support and provide the most effective possible service.

### **You can help by:**

- Providing us with up to date information about your organisation and meeting any deadlines we have to set
- Giving adequate notice to enable us to assist with your requests
- Treating our students with courtesy, consideration and fairness, and recognising that we regard it as our duty to challenge you when we have reason to believe that this has not been done
- Complying with the AGCAS/AGR and ISE Code of Practice on Recruitment
- Responding to our requests for feedback on the facilities and services we provide

## **LJMU Staff**

### **The University LJMU staff can expect**

- Student Futures Staff who are professional and hold expert knowledge in their areas
- A named Careers and Employability Consultant or Start Up and Enterprise Consultant in each School with accountability for delivery of career, employability and start-up development support activities.
- An efficient response to enquiries and requests
- Detailed information on what the Student Futures can provide for its undergraduates and postgraduates and on student destinations after graduation. Support for organisation of events aimed at developing students' employability
- Support for the development of employability curriculum materials including skills mapping to LJMU's nine employability skills framework, work based learning and onwards plan.
- Support in creating School Careers and Employability Action Plan which will be agreed at the start of each academic year



- Guidance on how best to assist students with Future Focus, career development skills, relations with employers and work related learning and job seeking and career planning
- Annual data on the career readiness, labour market information, pre-exit and graduation and destinations of students and graduates

### **Access**

The Careers Zones are open most weekdays of the year, apart from when the University closed or out of term time. Our website carries up to date information on all our activities, opening times and contact details.

### **What we ask of you**

We depend on you to help us provide the most effective possible service.

### **You can help by:**

- Providing Academic Programme Employability Leads
- Creating a School Careers and Employability Action Plan each year
- When requested, assisting us with the distribution of employability related information to students and staff.
- Assisting us to integrate and deliver Future Focus into the Level 4 curriculum
- Actively promoting the Careers Zone 24/7 and other services and support to students
- Working with us to arrange delivery activities for the your students as part of the Careers and Employability Consultants offer each semester
- Providing a link from your website to ours
- Work with Careers and Employability Consultant and Work Based Learning Consultant to integrate work based learning within core module as part of 2022 Periodic Programme Review and Validation process
- Feedback on your (and your students experiences) of the service and suggestions for how services could be improved.

### **Recent graduates and alumni**

The commitment to recent graduates and alumni:

- Student Futures will offer, early years professional career development support to alumni.
- This will include referrals to other agencies if we cannot provide the appropriate level of support.
- This support will be offered for life after graduating from LJMU.

### **Feedback and complaints procedure – all stakeholders**

We actively seek and welcome your views about the services we provide. If you have any cause for complaint, please tell a member of staff who will try to help you or visit the feedback section of the website.

If you remain dissatisfied with the action taken or the explanation given, then please speak or write to the Director of Student Futures. You will normally receive a reply within five working days of us receiving your complaint.

If you think we are doing something well, then please let us know.

