

STATEMENT OF SERVICE (at September 2017)

The Careers Team

The Careers Team will (1) encourage and enable LJMU students and graduates, to take advantage of work related learning opportunities, develop employability and job seeking skills and implement well-informed decisions about their careers (2) offer professional employer engagement that is the first point of contact for employers wishing to work with LJMU and (3) offer professional services and support for LJMU colleagues and (4) connect alumni.

WE HAVE AS OUR GOALS:

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

To recognise and further develop their:

- Employability skills and attributes;
- Career ready and job getting skills
- 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 related 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 foster productive and effective relationships with employers and other opportunity providers.

4. To encourage and engage LJMU staff with our services and support and understand the changing graduate employment market, and to support the work of the Team.

5. To value and encourage the development of each member of the Careers Team in order to maintain a high quality service.

6. To develop and make the best use of the internal and external resources available to the Team

7. To participate in and support the work of relevant professional organisations, and the development of the national AGCAS resources upon which the Team relies.

WE ARE COMMITTED TO:

- Providing a welcoming and supportive professional atmosphere in Career Zones that are 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.

Statement of service

STUDENTS

The commitment of the Team to its student clients

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, courteous and approachable as well as professional and appropriately qualified;
- Equality of opportunity.
- Recognition of the particular needs of those of you with disabilities or special circumstances.

The service we provide

The minimum level of service you may expect from the Careers Team is outlined below:

- A comprehensive explanation of all aspects of the **CareerSmart** programme including assessment requirements. Professional career development support, engaging and effective work related opportunities and effective career search and planning activities;

Website

- 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

- Access to a wide range of quality information in the Careers Zones, libraries 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
- Bespoke school Career Planning Guides in addition to programme specific Career Insights for every academic programme
- Career Insights covering career opportunities by academic subject
- Career Mini-Guides covering essential career development topics like making applications, managing interviews etc.

Individual support

- Opportunities for 'Drop-in' with an Employability Adviser for quick queries, usually available on a first-come, first-served basis; pre-booked appointments with an Employability Adviser usually lasting up to 30 minutes to help with practical queries such as application for jobs and postgraduate study, interview preparation etc. Usually available within one week of your request.

- Pre-booked, longer guidance discussions with a Careers Adviser, usually up to 40 minutes, to help you with any aspect of your career search, decision-making and planning; usually available within one week of your request;
- Pre-booked practice interviews
- Access to **Careers 24/7** - a series of digital career development resources including: CV Builder and GoinGlobal, as well as aptitude and personality testing, followed by a discussion with a Careers Adviser;
- Where a visit to a Careers Zones is not practicable, access to careers guidance via an e-guidance online system.
- **Vacancy information**
- All vacancy information, including work experience, internships and volunteering opportunities are published on a vacancy search system on our website; **MyJobsand Placements**

Skill development and training

- Career development skills sessions offer current and relevant job seeking training and practical work skills
- CareerSmart Explore, Experience, Engage aims to support students in their individual career planning and transition into employment;

Recruitment and information events

- A programme of employer presentations known as “In Conversation With...” sessions and visits out to employers known as “Uncovered” visits and a number of events are organised and publicised via courses, faculties and the website;

Regular “Meet the Employer” sessions are held in Careers Zones

Access and facilities

- Access to our facilities and all services (information, advice and guidance, workshops, vacancy website etc. is available free of charge to LJMU students and graduates. Graduates from other Universities who are within three years of graduation are also welcome to use some of our services (information, advice and workshops (subject to availability). Please note that priority is given to LJMU graduates
- Except during University closure, and on certain days in the year, the services offered are available each week day from **9.30 am until 5pm**
- Students are encouraged to make full use, at any time, of our website, which carries up to date information, all activities and events, opening times, vacancies et cetera.
- Facilities for disabled users 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. We do licence GoinGlobal which is an online service for those seeking to work overseas

We are not permitted to advise on immigration/visa matters, though we can draw attention to relevant sources of information;

Feedback and complaints procedure

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 Graduate Advancement and Employer Engagement.

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.

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 appointments for interviews, and attending events for which you have signed up; or letting us know as soon as possible where that is not possible;
- Responding to our requests for information on your experiences and what you are doing immediately after graduation and in your subsequent careers via the Destination of Leavers from Higher Education survey;
- Providing us with constructive feedback on the effectiveness of our service and publicity
- 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);
- 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

Statement of service

Employers

The commitment to employer clients and partners

Employers can expect:

- Staff who are professional, courteous, helpful and in tune with your needs as an employer
- An efficient response to enquiries and requests usually via Employer Engagement Team;
- detailed information on what the Careers Team can provide on the employer pages of our website

The service we provide

The minimum level of service you may expect is outlined below.

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

Efficiency and being joined-up

An individual Employer Engagement Team member and Careers Adviser will work with you to deliver your objectives;

Work related learning

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;

Vacancies

We will publish information about your vacancies:

- On our website, www.prospects.ac.uk with links to your website, for both job and work experience/internship opportunities;
- By sending mail shots to students;
- And we will draw attention to the vacancy pages of our website through the email newsletters /social media communications we send to students.
- We reserve editorial control over the information we publish, and the right not to publicise vacancies e.g. if national minimum wage legislation is contravened.

“Milk round”

We will:

- Within Careers Zones make available facilities for presentations, individual interviews and psychometric testing;
- Coordinate presentation dates and timings to maximise student attendances;
- Publicise your events on our website, via our Engagement Team and we can display your e-posters in faculties and schools via flat screens;

Recruitment/Information events

We offer opportunities to you to:

- Attend specialist recruitment and information events which take place throughout the academic year;
- Have your details included in programmes/publicity for these events;

Career information events

We offer you the opportunity to participate in career information events for students, providing them with information about particular careers.

Access

Your first point of contact with the Careers Team will normally be with a member of our Employer Engagement Team, who will be able to deal with your enquiry or refer you to an Employability Adviser or Careers Adviser or other member of staff as appropriate.

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 (e.g. publicising vacancies);
- 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 Code of Practice on Recruitment (see www.agcas.org.uk);
- Responding to our requests for feedback on the facilities and services we provide;

Feedback and complaints procedure

We welcome and actively seek your constructive feedback on the effectiveness of our service and how we may improve it. 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 our website.

If you remain dissatisfied with the action taken or the explanation given, then please speak or write to the Director Graduate Advancement and Employer Engagement. 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.

Statement of service

The University

LJMU staff can expect

- Careers Team Staff who are professional, courteous, helpful and in tune with their needs,;
- An efficient response to enquiries and requests;
- Detailed information on what the Careers Team can provide for its undergraduates and postgraduates and on student destinations after graduation; (for example Personal tutor guide, and web hub data/reports)
- A dedicated Careers Adviser in each School with accountability for delivery of career development support activities. This will be agreed with Academic Programme Employability Champions and will be reflected in an annual School Career Development plan which will be agreed at the start of each academic year
- A bespoke School focused Career Planning Guide and Career Insights that are informed by academic input
- Dedicated Delivery Team staff time per faculty per semester
- Guidance on how best to assist students with CareerSmart, career development skills, relations with employers and work related learning and job seeking and career planning;
- Information annually on the performance of LJMU graduates from the previous year;
- Labour market information;
- Annual data on the career readiness, pre-exit and graduation and destinations of students and graduates;
- Active participation in LJMU committees and other associated groups.

Access

The Careers Zones are open most weekdays of the year, apart from when the University closed. 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 Champions;
- Contributing to the School Career Development Plan each year;
- Contributing to the content of the School Career Planning guides/Career Insight documents;
- Optimising the Personal Tutor Guide;
- When requested, assisting us with the distribution of employability related information to students and staff and providing a prominent notice board for Careers related information;
- Assisting us to integrate and deliver CareerSmart into the Level 4 curriculum;

- When requested, assisting us with the collection of graduate first destination information;
- Actively promoting the CareerSmart and other services and support to students;
- Working with us to arrange delivery activities for the your students as part of the Careers Adviser offer each semester;
- Providing a link from your website to ours;
- Working with us to organise “In Conversation With...” sessions, “Uncovered” sessions and other work-related learning sessions.

Feedback and complaints procedure

We actively seek and welcome your constructive feedback on the effectiveness of our service and how we may improve it.

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 our website. If you remain dissatisfied with the action taken or the explanation given, then please speak or write to the Director Graduate Advancement and Employer Engagement. 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.

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ALUMNI

The commitment to alumni

- The Careers Team will offer, where practicable, 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.