

Statement of Service

This statement sets out the level of service provided to users of the University of Leicester's Career Development Service.

The Career Development Service is part of the Division of Student Experience, part of Student and Academic Services.

Vision and strategy

Our aim is to help our students to develop the extra dimension that will make them the standout choice for employers.

Our stakeholders

Our stakeholders consist of students and graduates of the University of Leicester; organisations wishing to work with, provide experiences for, and recruit our students and graduates; and internal university staff and services. We aim to provide high quality interactions with each of these stakeholders.

Students and Graduates

Students and graduates are the key users of the Career Development Service. We aim to provide students with the means to be successful in the future.

Our commitment to you

- Using a coaching approach, help you develop your career prospects and make the most of you
- Provide services for all students regardless of their course, background or personal circumstances
- Provide the opportunity to participate in the Career Development Journey and obtain a Leicester Award
- Easily accessible one to one appointments
- Provision of professional and career development opportunities
- Offering of a suite of extra-curricular experiences (e.g. Part-time work, volunteering, enterprise)
- Assistance with applications, interviews, psychometric testing, and development of transferable skills
- The opportunity to take on an 'internship' for every campus based undergraduate student
- Provide access to employers and promote University of Leicester graduates to graduate employers and organisations
- A comprehensive website which delivers information and relevant links efficiently
- Uphold confidentiality, impartiality and equality of opportunities
- Provide free access to all of our appointment services after graduation

Our expectations of you

- Take responsibility and ownership for planning and managing your career development
- Participate fully in a coaching relationship in interactions with the CDS staff
- Conduct yourself professionally at all times, treat staff with courtesy and respect and show consideration for others (e.g. arrive on time and notify us of any cancellation)
- Complete preparation before appointment, group work or employer interaction in order to make the most of the experience and aid in self-reflection.
- Come in good time for the recruitment phase in order to give yourself time to improve and reflect.
- Respond to DLHE survey after graduation
- Maintain your personal records on MyCareers on a regular basis and respond to the career related questions when you register for university each year

We have 6 members of staff dedicated to information, advice and guidance, with a further 30 trained to give career guidance and application and selection appointments. This allows us to offer up to 400 appointments per week to get you ready to apply to graduate roles and/or further study.

Employers

In the Career Development Service, Employers are at the heart of all our activity. The service works in partnerships with employers to truly understand and provide mutually beneficial solutions to their recruitment needs and current challenges.

Our commitment to you

From ascertaining a detailed understanding of employer needs and combining this with the knowledge we have of our students, we offer a variety of tailored solutions that focus on delivering significant return on investment, these include:

- Advertising and promotion of vacancies
- On campus events including fairs and presentations
- Advice on best practice recruitment methods
- Access to other departments within the university who can provide information on work-based placements, knowledge transfer and input into curriculum design

Our expectations of you

The CDS expects that all submitted vacancies are checked with full reference to relevant employment and equality legislation and adhere to the University of Leicester, Employer Code of Practice.

We reserve the right to not deal with agencies or intermediaries who are not prepared to name specific employer clients and to challenge recruitment or selection practices that are not considered to be in the best interests of our students or graduates.

For further information on this please see our [Vacancy Advertising Policy](#).

We have 8 members of staff in our Employers and Internships teams who work to connect employers with students through events such as the [Festival of Careers](#) and programmes such as [Graduate Gateways](#), our graduate internships scheme.

University Staff

At the Career Development Service we aim to work closely with our colleagues across our university, in order to provide the best service to our students.

Corporate Services

Our commitment to you

- Offer support with resourcing temporary, internal positions for University of Leicester current students and external candidates via the Unitemps team
- Support the development of marketing/communications collateral to promote career related services and initiatives
- Manage student/graduate employability related data to support student engagement, development and planning activities
- Work collaboratively with corporate services to ensure that sessions delivered, opportunities sourced and relationships developed are mutually beneficial

Our expectations of you

- Actively engage with Unitemps in order to provide temporary work opportunities for current students
- Request any communications and marketing materials relating to careers from us, and to provide us with information about any career related promotional material required
- Request data on graduate destinations and student engagement in a timely manner and use the data provided to inform the development of services & processes
- Proactively engage with the service on matters relating to careers and employability

We have 7 members of staff in our Unitemps office, who can assist Corporate Services with placing students in temporary roles two members of staff focussed on promotion of career services and initiatives to all of our stakeholders.

Colleges

Our commitment to you

We will work with you to enhance employability provision within the taught curriculum through:

- Supporting programme and module development
- Supporting academic colleagues to address and develop employability in students through their teaching
- Ensuring a consistent, intelligence led and joined up approach to employer engagement

What we cannot do:

- Manage and run accredited work experience opportunities
- Oversee and manage student enterprise on behalf of the university other than those that directly increase employability
- Oversee volunteering on behalf of the entire university other than opportunities that explicitly increase employability

Our expectations of you

- Developing the employability of a student is a university wide responsibility
- Work in partnership to enhance employability provision through ongoing evaluations and development of the Employability Partnership Agreement
- Be a strategic partner and therefore involved early in all matters relating to employability

We have 7 members of staff in our curriculum team, 6 of these work to deliver 27 EPAs and 153 career sessions in the curriculum to 8832 students (non-unique) across all academic disciplines and modes of study every year.

Equality and accessibility

The Career Development Service abides by the University of Leicester Equalities Statement and [AGCAS](#) (Association of Graduate Careers Advisory Services) code of practice to ensure that our services are accessible to all of our students.

University of Leicester Equal Opportunities Policy:

The University of Leicester will positively promote equality of opportunity for all current and potential students, staff and its other stakeholders. It will not discriminate unfairly on the basis of sex, pregnancy and maternity, gender, gender reassignment, disability, race, ethnic or national origin, age, sexual orientation, socio economic background, religion and belief, political beliefs, family circumstances including marriage and civil partnership and trade union membership.

The full statement can be found [here](#)

HeForShe

The University of Leicester is an active participant in the [HeForShe](#) campaign. The Career Development Service supports this with our drive to 'de-gender' career choice.

Data protection

The Career Development Service follows the University of Leicester's [data protection code of practice](#) which is compliant with the Data Protection Act 1998.

Feedback, compliments and complaints

If you have any feedback on our services, including complaints, please contact the Director of Careers.

Address: Career Development Service, Division of Student Experience, University of Leicester, University Road, Leicester, LE1 7RH, UK

Email: careershelp@le.ac.uk for attention of Director of Careers.

Phone: Phone the Career Development Service Helpdesk on 0116 252 2004 and ask to speak to the Director of Careers or Associate Directors.