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 Directorate of Student Life, part of Student and Academic Services.

Vision and strategy
Our vision is to support all of our students into graduate level employment or further study. We aim to do this by providing all students with a clear framework and the opportunity to undertake a personal and career development programme. My Student Journey supports and prepares students with applying for and undertaking a significant professional experience during their time at Leicester.

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 (Students and Graduates)
- Using a coaching approach, help you develop your career prospects and make the most of you
- Provide inclusive services for you regardless of your course, background or personal circumstances
- Provide the opportunity to participate in and obtain the Leicester Award and Leicester Award Gold
- Easily accessible one to one appointments
- Provision of professional and career development opportunities
- Offer part-time work opportunities, and guidance on where you gain further experience e.g. volunteering opportunities
- Assistance with applications, interviews, psychometric testing, and development of transferable skills
- Provide access to employers and promote University of Leicester graduates to 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 (Students and Graduates)

- Take responsibility and ownership for planning and managing your career development
- Participate fully in a coaching relationship in interactions with the Career Development Service staff
- Conduct yourself professionally at all times, treat staff with courtesy and respect and show consideration for others
- Arrive on time and notify us if you are running late or unable to attend
- Complete preparation before appointments, group work or employer interaction in order to make the most of the experience and aid in your self-reflection
- Seek support through 1-2-1 appointments and group workshops with sufficient time ahead of undertaking recruitment processes, in order to give yourself time to improve and reflect
- Respond to the Graduate Outcomes 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

All members of the Career Development Service are involved in providing a variety of career coaching, application and selection appointments and mock interview/assessment support. 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 (Employers)

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 (Employers)

The Career Development Service expects that all submitted vacancies are checked with full reference to relevant employment and equality legislation and adhere to the University of Leicester, Vacancy Advertising policy.

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 section practices that are not considered to be in the best interests of our students or graduates.

Our staff in our Employer team work to connect employers with students through experiences and events, such as the Festival of Careers.
**University Staff**

Within 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 data on student engagement with the University’s skills and employability offer to support evaluation and development activity
- 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
- Requests for data on student engagement to have a clear evaluation or development purpose
- Proactively engage with the service on matters relating to careers and employability

Our Unitemps team can assist Corporate Services with placing students in temporary roles.

**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

The Student Development team work to deliver the agreed departmental EPAs 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 the AGCAS (Association of Graduate Careers Advisory Services) code of practice to ensure that our services are inclusive and accessible to all of our students.

University of Leicester Equality, Diversity and Inclusion

The Career Development Service supports and is guided by the University of Leicester Equality, Diversity and Inclusion strategy 2017-2021.

Our guiding principles are: “We believe that everyone should have the opportunity to flourish in an inclusive environment. We will take a pro-active approach to advancing equality and inclusion for all our students, staff and stakeholders, regardless of age, disability, race/ethnicity, national origin, gender identity, marriage and civil partnership, pregnancy and maternity/paternity, religion or belief/non-belief, sex or sexual orientation.” (University of Leicester Equality, Diversity and Inclusion strategy 2017-2021)

The full strategy statement can be found here.

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 Student Opportunity.

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

Email: studentservices@le.ac.uk for the attention of Director of Student Opportunity.

Phone: Phone the Student Service Centre Helpdesk on 0116 252 2448 and ask to speak to the Director of Student Opportunity, Head of Student Development or the Head of Graduate Outcomes and Placements.