

Coventry University Careers and Employability

Statement of Service for Students and Graduates

Our Aims

The Careers and Employability Service aims to provide high quality information, advice and guidance to Coventry University students and graduates. We are committed to delivering this in a professional, impartial and accessible way and aim to equip our students and graduates with the skills and knowledge to effectively choose and manage their careers'.

The Service aims to help you:

- Decide what career will suit you and develop a career action plan.
- Identify and develop the skills needed for your first graduate job and for managing career decisions throughout your life.
- Access staff who can advise you and provide relevant and up-to-date information on the graduate labour market.
- Build useful work experience and contacts.
- Market your skills effectively to employers.

How to contact us

The Service is located on the first floor of the Hub, Jordan Well.

We are open throughout the year (including the holiday periods) for you to 'drop-in' or make an appointment and to use our information library and computers. Advisers are normally available all day on Monday, Tuesday, Thursday and Friday and on Wednesdays from 11am.

You can also phone the service for further help on 024 77615 2011 or email: careers.ss@coventry.ac.uk

Information is also available on the University website and through the Student Portal.

Services we offer

1. Information

The Information Service:

- Provides access to computers for careers research, producing CVs, completing online applications and accessing relevant databases.
- Has a library containing Books, leaflets and DVDs on a wide range of topics. These include occupational information, employment opportunities, funding, voluntary work, applications and CVs etc.
- Has free information to take away and reference books to use in the Careers Centre.
- Responds to requests for careers information from students and other stakeholders.

Information is updated annually and the majority of the information held should be no more than two years old.

Should you require information in another format, the Careers Service will take all reasonable steps to

access this information on your behalf, either directly, or in conjunction with the university disability service or other professional organisations that exist to assist particular groups.

2. Guidance interviews

Appointments can be booked for 30 minutes with an Adviser or you can be seen on a 'drop-in' basis for 15-20 minutes.

For information and availability, please contact 024 7765 2011 or email careers.ss@coventry.ac.uk

3. Email information and guidance

Careers and Employability offers an email service to you whilst you are at university and after you have graduated. All emails would normally be acknowledged within 2-3 working days and a response provided within 5-10 working days. Email: careers.ss@coventry.ac.uk

4. Presentations/Workshops on Careers Management and Employability Skills

- Group sessions on important employability topics are offered to you in your faculty and in the Hub to enable you to develop employment related skills. These may be one-off lectures, part of a planned programme of sessions, or part of an accredited module. They will normally be arranged through your tutors/lecturers.

5. Employer events, vacancies and placements

- Careers and Employability works closely with employers, locally, nationally and internationally to help you interpret the graduate labour market and to assist you in making informed choices and applications
- Employer events, including fairs and presentations are organised by Careers and Employability throughout the year and provide you with first-hand information on graduate opportunities. Transport is also arranged to the NEC in Birmingham for work placement and graduate recruitment fairs in the autumn term.
- Every year a large number of employers contact the University to advertise job vacancies to Coventry students and graduates. These are available through the student portal.
- The faculty placement offices and a number of different staff based in Careers and Employability are available to encourage you and assist you if you are considering doing a short or longer term placement

6. What can you expect from Careers and Employability?

- To be given information about the services available on arrival in the Student Centre and to be told what you can expect and how to prepare for a meeting with an adviser
- To be asked by staff at reception about your needs and to have an appropriate referral/ appointment made
- To receive impartial advice and guidance in a friendly and supportive environment.
- To be seen fairly quickly after you make a request for help. This could be immediately as a drop-in session or if you wish by appointment, which will normally be within 5 working days.
- To use the information library with the support of a member of staff from the information team if required.

7. What the Careers and Employability expects from you

Our service is focussed on your needs. To get the most out of the services available we ask you to:

- Be realistic about what the service can do for you and take responsibility for your own career plans
- Recognise that we may not always be able to provide you with the information and advice that you need and we may need to refer you on to another department in the University or to an outside agency
- Be prepared to give constructive feedback – your opinions will be valued and respected
- Treat our staff and resources with respect
- Contact the service if you know that you will be late for, or cannot make, your appointment. Advisers may decline to see you if you turn up late for an appointment and if you miss three appointments without explanation, we reserve the right see you on a drop-in basis only

8. Commitment to quality

Quality Standards

Our work is based on and underwritten by the following standards and codes of practice:

- Guidance Accreditation Board Matrix Standards
- AGCAS Code of Practice on Guidance
- AGCAS and University Equal Opportunities Policies
- NASES Code of Practice with Employers

Our services are also subject to the review of the Higher Education Funding Council Quality Assurance agency.

Student Feedback and Evaluation

Careers and Employability is constantly reviewing its services and we encourage all students and graduates to provide us with feedback. This helps us to evaluate what we do and make sure that we are responding to the needs of students in an appropriate and effective way.

Please provide us with feedback via the suggestions box which is located on the reception desk in the Careers Service and by completing the evaluation questionnaires when asked. This can be done in person in the Hub or on-line via the Careers and Employability portal.

If you have been unhappy with any aspect of the service provided, please refer to the University Complaints Procedure and/or contact the Head of Careers and Employability.

Thank you for taking the time to read this document. We hope that you have found our services useful and look forward to seeing you in Careers and Employability soon.

Updated

September 2011
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 April 2009
 August 2007
 March 2007
 September 2006