

Career Zone

Statement of Service

Introduction

This Statement of Service outlines the type and level of provision you can expect from the Career Zone. It is subject to revision on a regular basis and any comments or suggestions regarding the content are welcome (email: careers@exeter.ac.uk). Career Zone is a service provided to students by the University's Student Employability and Academic Success Division (SEAS).

Our promise to you:

The Career Zone will endeavor to communicate and work in partnership with you in order to assist you with career planning, identification and creation of relevant opportunities and your successful transition into graduate level work and further study.

We aim to offer:

- Careers information and resources
- Careers advice and guidance
- Careers education and career management skills
- Enterprise and entrepreneurship education
- Extra-curricular activity and skills development
- Work-related learning and professional development
- Work experience preparation, sourcing and provision
- Employment services and employer engagement
- Global opportunities (both study and work).
- Interdisciplinary student-led learning.

Who can use the Career Zone?

The Career Zone is available to all full time and part time students of the University of Exeter including students studying on the Streatham Campus, St. Luke's Campus and the Penryn Campus.

Graduates of the University of Exeter also have access to the Career Zone – for more information please visit the [Services available to Graduates](#) section of this document. Prospective students may also use resources and speak to staff about career plans.

Services for students at the Medical School are provided by the Careers Service of the NHS Southwest Deanery

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(<http://www.peninsuladeanery.nhs.uk/about-us/careers-planning-service/>).

What you can expect from us:

We are striving for excellence in all that we do and the services provided by the Career Zone will endeavour, at all times, to meet the highest possible standards.

- Staff will be professional and friendly.
- Staff will listen and respond to your requests and concerns.
- Services will be well publicised.
- Guidance will be client centred (i.e. take account of and respond to your needs), impartial, confidential and of high quality.
- Careers Information will be comprehensive and current.
- Services will be provided that, wherever practical, respond to your needs in a timely and professional way.
- We endeavor to respond to telephone calls promptly and to emails within 2 working days (as the Service is extremely busy at certain times within terms, we hope that you will understand if delays occur but these will be kept to a minimum).

Equality of opportunity

The Career Zone is committed to providing equality of opportunity to our students regardless of race, gender, disability, socioeconomic status, age and sexual preference. This commitment is integrated into all our work with, and for, our students and graduates, including providing information and guidance, training and our contacts with employers.

To ensure the above we:

- Treat all students/graduates fairly and, where appropriate, offer support to those students/graduates who may be disadvantaged in entering the workplace.
- Provide information on non-traditional as well as traditional careers.
- On request, make special arrangements (as far as we are able) for access to guidance and information for students/graduates with physical or learning disabilities.

- Promote equality of opportunity to our employers and contacts.
- Challenge discrimination by employers we work with where this is brought to our notice.
- Make sure that all our staff are aware of equal opportunities issues and procedures.
- Monitor and review our equal opportunities practice.
- Adhere to the AGCAS (Association of Graduate Careers Advisory Services) equal opportunities code of practice and the University of Exeter's policy on equal opportunities.
- Comply with equal opportunities legislation.

What we expect from our users:

To enable us to provide the best possible service to all of our users, it would be helpful if you could:

- Adhere to standards which would be expected of you in the workplace, particularly attending any events for which you have booked a place or cancelling in advance.
- Prepare for careers advice appointments in advance.
- Bring any special needs or factors which may affect how we can help you to the attention of Career Zone staff.
- Read materials and instructions provided for your benefit.
- Keep appointments and attend at the times arranged (contact us if you have to change any of these arrangements).
***NB:** The Service operates an attendance policy whereby if you miss two events/appointments without telling us within 30 days, you receive an automatic 30-day ban on making any future bookings.*
- Notify us if you have any comments, positive or negative regarding our provision.

Codes of Practice

The Career Zone operates within the code of practice agreed by the NUS, AGCAS (Association of Graduate Careers Advisory Services) and ISE (Institute of Student Employers) for graduate

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recruitment and to the AGCAS Code of Practice for Guidance.

For details of the AGCAS/ISE/NUS codes of practice, see Appendix A.

For the AGCAS Code of Practice for Guidance, see Appendix B.

Services available to Students

Please see Appendix C.

Services available to Graduates

As a graduate from the University of Exeter the Career Zone is available to you forever. We aim to offer the following services to our graduates:

- Careers advice and guidance, via 1:1 appointments with a Careers Consultant
- Career information and resources
- CV, Covering Letter and Application Form checking
- Access to My Career Zone job listings
- Interview support
- Internship opportunities
- Online webinars
- Career Mentoring
- Alumni careers networking
- Alumni events
- Enterprise and entrepreneurship support

For more details go to

<http://www.exeter.ac.uk/careers/graduates/>.

If you are unable to visit the Career Zone, particularly if you have left the area, help is also available via phone, email and Skype.

Please note: Although graduates have access to the Career Zone forever, staff within the University's career service have more experience advising students and recent graduates starting a new career, therefore we may refer graduates with more established careers towards alternative services, e.g., the [National Careers Service](#).

How you can help us to improve the Service

The Career Zone is keen to provide the best possible service to users. If you have any comments or suggestions, please contact us. You can do this in person, by telephone, in writing, by email or via the web site:

<http://www.exeter.ac.uk/careers/exeter/feedback/>

You also have an opportunity to provide feedback on our activities in the following ways:

- Feedback questionnaires provided for all of our major activities.
- Through a college, subject or Guild representative.
- Informally, by discussing an issue with a member of staff.

Complaints

If you have reason to complain about the service you have received or member of staff, you should follow the procedure in the University student complaints procedure. This procedure is available on the University web site.

<http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/>

If you have reason to complain and are not a current student of the University please contact the Head of Student Employability and Academic Success, by telephone, letter or personal appointment (which can be arranged through the Executive Office, 01392 724671).

Should you wish to complain about an activity that the Service has arranged but delivered by a third party, we will act as an intermediary if you wish.

It will help us if, for any reason you are dissatisfied with any of our provision, you suggest how our services might be improved.

Staff

All staff at the Career Zone have the skills and training necessary to carry out their various roles. Careers Consultants are graduates and have a relevant qualification in Careers Guidance, either the Diploma in Careers Guidance or Diploma in Careers Guidance in Higher Education. All staff have access to training provided by the Association of Graduate Careers Advisory Services and the University of Exeter. Staff are in regular contact with employers and professional bodies to ensure our knowledge of

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the employment market is current. Some staff are members of ad hoc groups with special interests in aspects of our work and many staff have considerable experience of working in a Higher Education Careers Service. Staff are reviewed on an annual basis, during which training needs are identified.

Funding for the Service

Funding for the service comes from three sources:

- University budget allocation.
- Externally funded projects.
- Commercial activities, such as Careers Fairs.

Whilst the Service is reliant on income generated through services to employers, great care is taken to ensure that the Service maintains its "honest broker" status and that those links do not unduly influence the advice and the activities offered to students.

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Appendix A: Codes of Practice

Best practice in graduate recruitment NUS (National Union of Students, AGCAS (Association of Graduate Careers Advisory Services) and ISE (Institute of Student Employers)

All three parties above fully endorse adherence to the following principles and strongly recommend their adoption by all those concerned with the process of graduate recruitment. Best practice in graduate recruitment works to everyone's advantage: students, graduates, recruiters and businesses, careers advisers and higher education institutions. This updated guide has been produced to take account of significant changes that have been taking place in the worlds of higher education and employment including:

- the expansion of and the widening participation in higher education;
- graduate expectations and aspirations;
- the demands and expectations of employers;
- developments in recruitment practice, such as increasing use of the internet and external agencies.

The guidance within this code, if adhered to, will ensure a balanced, fair approach to graduate recruitment for the benefit of all concerned.

Students should:

- Research the career options available via their institution's careers service, students' unions, job shops and recruitment facilities, websites, databases, careers fairs and academic departments and other sources.
- Be prepared and committed to the recruitment process by: fully reading the employers' information; carefully following employers' or their agents' application procedures; acknowledging promptly an invitation to interview; being professional in all dealings with employers; seeking only repayment of reasonable expenses incurred during the selection process.
- Be honest in making applications and accept that false claims and statements are not in anyone's best interest.
- When accepting an unconditional offer, decline all other offers and withdraw any outstanding applications. Be aware of what is being signed up to. The acceptance in writing of an unconditional offer

forms a contract. If students wish to qualify or defer acceptance, they should contact their careers service for advice first whether the offer is made in writing or verbally.

- When declining an offer, do so as soon as possible to enable the employer to make alternative arrangements.

Employers, and those acting on their behalf, should:

- Take responsibility for all actions taken by staff and agents acting on their behalf.
- Provide up-to-date, accurate information on the organisation and on positions likely to be on offer to graduates.
- Recognise the increasing diversity of the graduate market and ensure that all aspects of the recruitment process comply with equal opportunities legislation and best practice.
- Keep careers services informed of: direct approaches being made to academic departments for recruitment purposes; and proposals to use the services of intermediaries such as outsourcing and recruitment agencies.
- Be flexible and provide alternative times and dates for selection activities where these may clash with exams and other important academic demands, religious and cultural obligations or disability requirements or where travel arrangements may be difficult.
- Ensure selection processes and methods are fair, seen to be fair and clearly explained in advance and during the process. Clarify the availability of any feedback.
- Keep candidates informed if offer/process is delayed.
- Allow a reasonable time for decision making (a minimum of two weeks).
- Don't subject candidates to undue or excessive pressure to accept offers particularly current students.
- Pay reasonable expenses for off campus selection processes. Always make it clear before an interview if this is not being offered and give accurate information about how expenses may be claimed.
- Agree referees with the candidate. Indicate clearly to the candidate and to the referee whether or not the offer is conditional on the reference.
- Clearly explain the terms and conditions of service and the nature of the contract in the offer letter. State whether or not an offer is conditional.

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- Recognise that both the offer of a post and its acceptance forms a contract unless conditions are attached to either.
- Recognise that any support provided to the careers advisory services should not compromise their impartiality.

Careers services should:

- Make available high quality and inclusive careers education, information and guidance to all their students.
- Be clear about what services students, recent graduates and employers are entitled to receive from you.
- Facilitate the recruitment programmes of employers, of those acting on their behalf and of independent recruitment agencies and be clear about any associated charges.
- Accommodate, where possible, the extension of facilities to graduates/diplomates of other institutions under services to graduates arrangements.
- Be objective and impartial in relationships with employers and students and avoid entering into any arrangements that might be construed as undermining the neutrality of the careers service.
- Challenge practices not considered to be in the best interests of students and/or employers.
- Have discretion relating to the display and distribution of unsolicited materials.

Recruitment agencies should:

- Only put graduates forward for jobs that they are interested in and made aware of.
- Treat every applicant on merit regardless of age, race, gender and disability.
- Only advertise vacancies that exist and be prepared to inform careers services in confidence of the employer(s) on whose behalf they are recruiting.
- Update candidates on progress with their job search through regular feedback.
- Supply adequate information to prospective candidates on job specifications, terms and conditions, locations, etc.
- Do not resubmit candidates who have applied directly for vacancies or been referred by another agency.

- Only look to place graduates into jobs that are considered appropriate, e.g. not purely commission based.

Employers, recruitment agencies and publishers of directories/websites are encouraged to promote their acceptance of the guidance above by including it in their publicity material and, of course, to adhere to it in their professional capacities

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Appendix B: Codes of Practice

AGCAS Code of Practice on Guidance

As a statement of common principles, this Code reflects the shared values of guidance to which AGCAS members voluntarily conform. Members are responsible for the detailed interpretation of the Code in the particular context of their own work. The Code serves as guidelines for guidance providers; it also provides information for individuals seeking our services. The Quality Standards have been developed within a framework that is based on this Code of Practice.

The six principles are interdependent and the Code is designed to be applied in its entirety. (These principles are derived from the NACCEG Code of Principles, 1996)

Impartiality

Guidance should be impartial. Providers should be able to demonstrate any claim that they offer an impartial service, or declare any factors that might limit the impartiality of the guidance offered to the individual. This includes guidance provision reflecting the vested interests of the provider, and/or the provision of incomplete information on opportunities for learning and work.

Confidentiality

The guidance process should be confidential, and this should be made clear to the individual. Personal information should not be passed on without the individual's prior permission. Any limitations on this should be made absolutely clear at the earliest possible stage.

Individual Ownership

The guidance process should be focused on the needs of the individual, whose interests are paramount.

Equality of Opportunity

Equality of opportunity should underpin all aspects of provision, including the activities and behaviour of the provider, and the opportunities for learning and work promoted by the provider. Providers should be able to demonstrate how they adhere to the AGCAS Equal Opportunity Policy

Transparency

The guidance process itself should be open and transparent. Guidance providers should explain in clear language, appropriate to the individual, how they propose to work in their part of the process.

Accessibility

Guidance services should publicise, signpost and make the delivery of guidance accessible to any eligible user. This includes stating target clientele, availability and other relevant information clearly in appropriate languages, locations and publications.

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Appendix C: Services available to students:

Careers Advice

The help we offer you, particularly through guidance interviews, will be tailored to your needs and follow good practice identified by the Guidance Council. All appointments are impartial and strictly confidential unless otherwise agreed. Careers Consultants will discuss any careers related topics and will take account of any factors that you feel are important to you. A consultant is available to see current students in the Career Zone, Streatham Campus, the Library on the St. Lukes Campus and in the Careers Advisory Service, Daphne DuMaurier Building on the Penryn Campus.

You can book an appointment through My Career Zone. For details on how to book go to <http://www.exeter.ac.uk/careers/exeter/> On this page you will find how to prepare for your appointment in order to enable you to make the most out of your time with a Careers Consultant.

The Career Zone / Information Library

The Career Zone is the central point for all career-related activities and a good first point of call. The Career Zone Team are dedicated to helping students identify their needs and highlight relevant resources. Students are welcome to come in anytime between 9am and 5pm week days, with individual help available via daily drop-in sessions. Students are also welcome to browse our Information Library, collect free magazines and brochures, and use our PCs and Wi-Fi access.

The Career Zone holds a wealth of careers information. The information held is tailored to the needs of current students and reflects the range of courses offered by the University. However, information about careers which are unlikely to attract many of our students (e.g. Art and Design) is more limited.

The information in the Career Zone and online covers most occupational areas, a wide range of employer literature, details of further study and reference material. The material is updated regularly

and, where applicable, no information held should be more than two years old.

Employment Services

A wide range of activities and facilities are available to help students find part-time and full-time work including vacancy information, employer literature, employer presentations, skills sessions and careers fairs.

My Career Zone gives details of all vacancies notified to the Service. We aim to provide a range of activities to help as many students as possible but services are in part, determined by the number and type of employers wishing to recruit from this University.

Curriculum workshops

These are compulsory curriculum-based careers talks containing key messages about what students need to be doing at different stages of their time at Exeter. The talks will give you the best possible preparation to gain graduate level work or further study after graduation.

eXfactor

eXfactor is a one-day experiential programme for first year undergraduates. It is designed to enable students to develop the generic skills and attributes that are required by employers whether the student wishes to enter the private or public sector, charities, the voluntary sector or become self-employed. eXfactor is endorsed by employers and simulates the real world of graduate recruitment.

Exeter Award and Leaders Award

The Exeter Award is an achievement award for current undergraduates and taught postgraduates. The award is designed to enhance the employability of students by providing official recognition and evidence of extracurricular activities and achievements. The Award involves engaging with work experience or voluntary work and taking part in a range of personal and professional development sessions. Once students have completed The Exeter

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Award, they can progress to The Exeter Leaders Award which focuses on demonstrating leadership and achievement over a prolonged period of time.

Career Mentor Scheme

The Career Mentor Scheme aims to match students/graduates to professional mentors who can provide guidance, insight and professional contacts in order to support the development of their future career plans. Each partnership normally meets in person at least once during the year, as well as regular (often monthly) contact via email or telephone.

Our mentors include successful alumni of the University, local business people and senior professionals with links to the University.

eXepert

The University has a large pool of highly successful alumni who have shown an interest in helping current students navigate their career paths. The "eXepert" scheme provides students and graduates with the opportunity to contact individual alumni, in order to network with them, learn more about their career path and how they got to the stage that they are at now.

Employability central programme

Students are strongly encouraged to participate in the wide range of personal development and employability activities we run, in addition to the above. These range from time and stress management to project planning to social entrepreneurship sessions. There is something for everyone, whether you are registered for The Exeter Award or not.

Careers Fairs

Careers Fairs provide an excellent opportunity for students to meet exhibitors from a wide range of organisations and find out about the latest graduate vacancies, internships and placement schemes. They can also investigate further study options, vacation work and gap year opportunities.

Work Placement Schemes

The Work Placement Schemes are paid internship programmes that enable graduates and undergraduates to work on projects within a selection of occupations and industries depending on the need of the organisation. Students and graduates have a chance to gain valuable business experience, as well as a fantastic opportunity to enhance their CV, improve their employability and put themselves ahead of the competition. There are three schemes Student Campus Partnerships (within the University), Student Business Partnerships (with external businesses) and Graduate Business Partnerships (placements following graduation).

Brief overview of schemes:

Student Campus Partnerships: Consists of University employers and applicants only. It can provide Exeter students with valuable paid work experience whilst offering a flexible resource to Schools and Colleges for 4 weeks up to a year

Student Business Partnerships: These internships, which are usually in vacation times, are open to all students who are due to return to university once their internship is complete. It offers paid work experience within a number of external businesses for 4-12 weeks.

Graduate Business Partnerships: For graduates from any UK university, placements with both external companies, and the University itself, can last up to 23 months and run throughout the year. More than 70% of graduates are retained by their host organisations either on a permanent or extended contract.

Global Opportunities

The Global Opportunities team facilitate study and work experiences abroad, which allow our students to experience something new and exciting, as part of their degree programme. The Global Opportunities team offer one-to-one appointments as well as information sessions throughout the year.

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Grand Challenges

Grand Challenges is a hands-on, high energy project week. Students hear from top academics and invited speakers and design an innovative project that tackles a real world Challenge. They work in an interdisciplinary group with like-minded students and have the freedom to be as creative as they like. At the end of the week, they present their work to other students, and academic and industry experts. Through this, students develop their transferable skills including team work, presentation skills, time management, communication and project planning.