

University of Lincoln Careers & Employability Services

The Careers & Employability Service is located within the Department of Research and Enterprise Development, which includes the Research Office, Business Incubation and Careers & Employability Services (incorporating the Student Job Shop). The overall mission of Careers & Employability is to support the University to achieve the key corporate objectives, most notably:

To help students develop into highly engaged, employable and creative-thinking graduates who contribute to the development of the society and economy.

Service Level Standards

We will support the University's objectives by engaging and liaising with key internal and external partners and clients and delivering a service that is designed to support:

- Students/Graduates
- Staff
- Employers
- Other External Bodies

For all partners and clients we will:

- Respond to emails and telephone messages within 3 working days. If you do not receive a response within this time scale, please contact Lynda Crosby, the Careers & Employability Delivery Manager lcrosby@lincoln.ac.uk
- Provide accessible information in a variety of formats
- Provide an impartial and confidential information, advice and guidance service
- Treat you with respect and equality

Responsibility of partners and clients:

- To attend appointments or events with the Careers & Employability service. If unable to attend, to give at least 24 hours' notice (unless in the event of an emergency)
- After 3 none-attended appointments without advanced notice, clients will not be offered or booked subsequent appointments, however drop in and online resources are still available
- Take responsibility of their own level of engagement with the services available

Statement of Service

Students/Graduates

We:

- Deliver a range of careers, employability and enterprise activities both centrally and within the undergraduate and post graduate curriculum
- Co-ordinate employer led activities to inform, enhance and develop student employability
- Promote, and actively seek, appropriate student and graduate opportunities
- Gather information and advise students and graduates of labour market intelligence
- Provide an impartial and confidential information, advice and guidance service to individual students and graduates
- Provide University of Lincoln graduates one to one support in the first year after completing their course and the following two years with access to our vacancies, information and website resources

Students and graduates using the service can expect:

- To be greeted by friendly, efficient staff and signposted appropriately
- To be provided with accurate and up to date information about careers and opportunities for further study
- To be offered confidential and impartial careers guidance by professionally qualified subject specific Careers Advisers in various college and central locations
- To be given equality of access to information about vacancies notified to the Careers & Employability team or the Job Shop via their websites. Careers & Employability adheres to the AGCAS/NASES Code of Practice on vacancy handling which is compliant with all employment Equality and Diversity legislation
- A service which proactively seeks to maximise student and graduate opportunities through employer engagement
- To be referred to a more appropriate source of information, advice and guidance if it is felt Careers & Employability doesn't have the necessary expertise to address needs

We expect students and graduates to:

- Keep appointments made with the Careers & Employability Team and give reasonable notice of any intention to cancel
- Take responsibility of their own level of engagement with the services available
- Accept responsibility for their part in the decision making process about their career destination

Staff

We:

- Provide up to date subject specific reports on the annual Destination of Leavers from Higher Education survey
- Can support subject specific Careers & Employability Teaching and Learning initiatives
- Facilitate access to employer contacts who have expressed an interest in working with specific subjects
- Support employer engagement activities
- Offer consultancy on local and national graduate labour market trends
- Will work collaboratively with other university departments including Student Services, the Student Union, CERD, Marketing (including Schools and College Liaison) and Alumni
- Receive and make referrals to other departments on a regular and mutually supportive basis

Staff using the service can expect:

- To be greeted by friendly, efficient staff and signposted appropriately
- To be provided with accurate and up to date information about careers, opportunities and labour market information
- To be supported by professionally qualified college specific Careers Advisers

We expect staff to:

- Treat the Careers & Employability team with mutual professional respect
- Be flexible and provide sufficient notice for any requests to provide input or support
- Make students aware of the services available
- Understand the role they play in the employability of our students and graduates

Employers

We:

- Offer a free vacancy handling service
- Provide you and your company with up to date and accurate advice on student and graduate employment
- Act as a central point of contact to access facilities at the University and the specialist knowledge and abilities of our academics and students
- Enable you to raise your profile by having a physical presence on campus or a virtual presence through our website
- Provide opportunities to engage with our students

We expect employers to:

- Conform with current Employment and Equality & Diversity legislation
- Recognise the Careers & Employability Services duty of care to offer impartiality and provide equality of access for all students and graduates therefore we are unable to offer pre-selection services

- Inform the service of the outcome of the recruitment process
- Refer to our Vacancy handling policies on the websites

Other External Bodies

The Careers & Employability Service is a member of the Association of Graduate Careers Advisory Services (AGCAS) and as such has access to a wealth of information and other professional resources to support our practice. We are also members of regional groups such as Employer Liaison Management Group, Joint Information Group, International Students Group which involves collaboration with other universities on specific projects.

Limitations of the Service

- If we are unable to meet your immediate support needs, we will endeavour to provide alternative solutions
- Due to limited resources we cannot provide full time cover across all campuses
- Emphasis will be placed on electronic/internet information provision to ensure equality

Contact us

If you feel you have not received the level or quality of service you deserve, please contact the Delivery Manager initially: lcrosby@lincoln.ac.uk to explain the situation.

The formal University of Lincoln complaints procedure can be accessed online:
<http://secretariat.blogs.lincoln.ac.uk/student-contention/student-complaints/>

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