



University of Lincoln Careers & Employability Services

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 careers@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
- Proactively seek regular feedback for all areas of our service from all stakeholders. All feedback will be listened to and actioned where appropriate.

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 for up to 2 years after completing their course

Students and graduates using the service can expect:

- To be greeted by friendly, efficient staff and signposted appropriately
- To be provided with 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.
- 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 at least 48 hours' 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 Graduate Outcomes 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, Communications, Development & Marketing 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 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 give 48 hours' notice for any requests to provide input or support
- Highlight to students the range of resources and support 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 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 a range of remote and on campus 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 Employer Engagement & Vacancy handling policy on the website

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 and 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
- 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 were expecting, please contact the service initially to explain the situation. Please mark for the attention of the Head of Careers and Employability at careers@lincoln.ac.uk.

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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