



Statement of Service

This statement outlines the standard of service you can expect as a student, leaver, graduate, employer, or member of academic staff from Careers and Employment (CE) at the University of Hertfordshire.

Purpose

Our focus is supporting students, leavers, graduates and employers. Working with the wider University we are committed to helping our clients achieve their goals for work experience, placements, employment, and further study.

What we provide:

- Students, leavers and graduates with confidential, impartial and realistic careers education, information, advice and guidance to enable them to make appropriate career choices.
- Staff who are professional, appropriately qualified and who are committed to continuous professional development, keeping their knowledge up to date.
- Fair and equal treatment to any eligible user in line with the University's Equality and Diversity Policy.
- Employers with opportunities to attract, identify and employ students, leavers and graduates to fit with their needs.

Who can use our services?

- All current University of Hertfordshire students.
- All students currently on a work placement or on a year abroad.
- University of Hertfordshire graduates for up to four years after your course ends. There may be exceptions to this in consultation with Advisers.
- Students who have withdrawn from a course (leavers) for up to 6 months.
- Students in higher education at our associate colleges can have access to our activities and information resources with agreement from their college.
- Employers and other opportunity providers wishing to recruit a University of Hertfordshire student, leaver or graduate for work experience (e.g., part-time work, placements and internships) or full-time employment.



- UH staff requiring support towards the achievement of institutional aims concerning student employability.

Services on offer

One to one advice and guidance

- 15 minute one to one advice and quick queries with Careers Advisers.
- Guidance appointments with Careers Advisers of up to 30 minutes, by referral only from an initial appointment for current students; all graduate appointments are 30 minutes.
- If you think you may need additional time to discuss issues arising from a disability or for a reason related to your disability, please contact us before booking an appointment.
- Mock interviews with Careers Advisers.
- 30-minute appointments with Enterprise Advisers
- CV and cover letter feedback with Careers Advisers and Careers and Employment Officers.
- Placement advice and administration with Careers and Employment Officers.
- All of our one-to-one guidance appointments are available face-to-face or by phone and video.
- At certain times of year, we may limit the number of appointments students can book to ensure fair availability to all.

Information and online resources

- Up to date and fully comprehensive website with access to careers information in different formats, a vacancy database, online booking system, online CV feedback tool (CV360), practice video interview tool (Interview 360).
- Range of materials online, with some to take away, to cover key stages of career planning (explore, focus, apply, develop) and resources to support students interested in entrepreneurship. Access to information and news via a range of social media.
- Wherever possible information can be made available in a format to suit your needs eg large print; please contact us to give us notice as it can take time to arrange.

Events programme

- Fully comprehensive Skills Central programme covering the key stages of career planning: research, decision-making, the recruitment process and entrepreneurship.
- Webinars to cover a range of career planning and business start-up/freelance support topics.



- Range of employer presentations and recruitment fairs.
- Enterprise events for students interested in starting or developing their own business and those wishing to be self-employed/freelancers.
- Accelerated careers related events to cover multiple themes over a short period of time that are available to all students, as well as School specific and enterprise events.
- Programmes running at both College Lane and de Havilland sites at a variety of timings to increase accessibility to students. Many of our workshops are also offered as a webinar.
- We use fully accessible venues for our talks whenever possible; if you have any specific needs please check with us before you book your place (see details at the end of document).
- Resources can be made available in alternative formats for workshops; please ask in advance when booking your place.

Schools work

- Range of workshops, talks and events within Schools tailored to students' courses.
- Key resources situated within Schools as agreed with the School.
- Up to date information on the graduate labour market available online. Assistance with sourcing of potential speakers for events in Schools.

Vacancy information

- Range of current vacancies including graduate schemes, internships, shadowing, placements and permanent positions across blue-chip companies and SMEs.
- Employer and labour market information.
- Ability to tailor personal preferences to receive targeted vacancy information
- Tailored marketing messages to broaden career perspectives where appropriate.

Employer services

- Access to a one-to-one consultation with an Employment and Placement Adviser or SME Adviser to get support in all areas of graduate recruitment, including planning a recruitment campaign.
- Opportunity to advertise on our jobs vacancy database, Handshake – [Herts.joinhandshake.co.uk](https://herts.joinhandshake.co.uk).



- Information and help to arrange work placements, student internships or degree apprenticeships, including within an SME.
- Chance to showcase your company or present a skills-based workshop at one of our Careers and Recruitment Events.
- Attendance at workshops to help identify and attract the right candidates for an organisation.
- Opportunity to attend our central Careers Fairs during autumn and spring terms and School specific fairs throughout the year to engage with candidates from particular courses.

Enterprise support

- Events and workshops such as the Business Start-Up Programme, bootcamps and workshops throughout the year that focus on key areas of starting up a business/self-employment/freelancing whilst bringing key speakers onto campus.
- Competitions and funding through the Enterprise Fund and competitions such as flare and Santander Universities UK.
- Advice sessions – as detailed above.

We ask students, leavers and graduates to:

- Inform us as soon as possible if you are unable to keep an appointment to help us keep waiting times down to a minimum.
- Submit any documentation and complete other relevant actions within any timeline agreed with CE.
- Be aware of what can feasibly be achieved in a short appointment and that staff need to adhere to timings to offer appointments to as many students as possible.
- Arrive on time for workshops and presentations; participate in activities where appropriate.
- Treat our staff and our other clients with respect as we are here to work with you and want to ensure that CE is a positive environment for all our clients.
- Keep telling us about what works best for you and especially about new services you would like us to consider; we may request your feedback in both formal and informal ways.
- Use our feedback and complaints procedure if you are in any way dissatisfied.
- Support us in responding to government outcomes survey relating to graduates' career/further study progression.
- Recognise that your career choices are your responsibility; we can assist you with thinking through options and supporting the process, but the decision is yours alone.



We ask academic staff to:

- Support our staff working with the Schools in scheduling talks at key times of the year and with key audiences.
- Promote and encourage students to engage with our full range of services.
- Highlight the benefits to students of participating in work experience and taking up placements.
- Feedback on your (and your students') experiences of the service and suggestions for how services could be improved.

We ask employers to:

- Be flexible in the times and dates that you offer for talks so that we can find suitable room space and appeal to the widest range of students.
- Provide work experience opportunities for UH students.
- Advertise your vacancies on our jobs site.
- Provide feedback on your experiences of CE and recruiting UH students and make suggestions for how services could be improved.
- Adhere to our Work Placement Terms & Conditions and individual Placement Agreements. You will receive copies of this documentation upon offer of placement to a student with your organisation.
- We strongly encourage employers to reflect the diversity of our student population when attending careers fairs and events.

Accessibility

- As a service we anticipate the specific needs of disabled students/leavers and will make adjustments for individuals where required.
- We are based in a fully accessible premise on the College Lane campus and aim to ensure that venues for our events are fully accessible.
- If you think you may need additional time to discuss issues arising from a disability or for a reason related to your disability, please contact us before booking an appointment.
- The vast majority of our material is available online. If you need information in an alternative format please ask at our front desks, or email us via careers@herts.ac.uk
- Our resources site features accessibility tools so you can adjust the platform to suit your needs.



- If you have difficulty accessing the resources in our premises eg due to high shelves, please ask at our front desk as our team is always happy to help.
- Handouts can be made available in alternative formats for workshops; please ask in advance when booking your place.
- If we are not meeting your needs or you have ideas of your own on how we can improve our service for yourself or others, please let us know.

Feedback

We aim to build on best practice in consultation with our key stakeholders, to help us to improve our services. You can give feedback in the following ways:

- For verbal feedback, talk to any member of the team at any time.
- By using our web-based feedback form on [Handshake](#).
- Filling in a feedback form available in the service and putting into the feedback box.
- Responding to requests for feedback following workshops and events.
- By writing to the Head of Careers and Employment (Judith Baines – j.baines@herts.ac.uk).
- Should you be unhappy with any aspect of our service and wish to make a complaint, a member of staff will make themselves available to listen to informal complaints and try to address the issues raised quickly and in the most appropriate way. We operate the following complaints procedure:



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The members of the team receiving the complaint will assess it, without passing judgement, and ascertain if this can be resolved in a straightforward manner.



If the complaint cannot be resolved, a member of staff will refer you (the student) to a Manager who will communicate with you in an effort to resolve.



Where necessary, the Manager will refer to the Head of Careers and Employment. This then joins the UH rest of the procedure - see further steps below.



The designated party will investigate your complaint and reply within 10 days. If you do not feel like it has been resolved effectively, please follow the steps below.



Within three months of the incident, put your complaint in writing, using the form available on StudyNet.



Submit your complaint to the Dean of School/Head of Strategic Business Unit.



A decision on the complaint will be made within ten working days.



We adhere to the following codes of practice and policies:

- AGCAS Codes of Practice
 - Code of Practice on Guidance
 - Guidelines on Work Experience and the Minimum Wage
(If you would like to see copy, please request it as only accessible via log-in)
- ASET Code of Practice downloads: [A Good Practice Guide for Placement and Other WorkBased Learning Opportunities in Higher Education](#)
- The Quality Assurance Agency (QAA) Chapter B4: *Enabling student development and achievement*: https://www.qaa.ac.uk/docs/qaa/quality-code/chapter-b4_enablingstudentdevelopment-and-achievement.pdf?sfvrsn=100f781_8
- [UH Data Protection Policies](#) and [the General Data Protection Regulation](#)
- [UH Equality and Diversity Policy](#)
- [UH Complaints Procedure](#)
- [UH Student Charter](#)



Address and Contact Details

University of Hertfordshire <https://www.herts.ac.uk/life/careers-and-recruitment>

Telephone number +44 (0) 1707 284791

Twitter <http://twitter.com/UniOfHertsCE>

Instagram <https://www.instagram.com/uhcareers/>

Opening Hours

Monday – Thursday 09.00 – 17.00 (19.00 on a Thursday)

Friday 09.00 – 16.00

How to find out more about us

For current students

You will find full details of the services and events available to you through Handshake:

Handshake – <https://herts.joinhandshake.co.uk/> (where you can ask us a question)

For employers

Visit <https://herts.joinhandshake.co.uk/>

For alumni

Visit <https://www.herts.ac.uk/life/careers-and-recruitment/alumni>

Please note, some of the detail outlined below does not apply due to adjustments made in line with Covid-19 safety measures (e.g. our face to face appointment offering. Please email careers@herts.ac.uk for further details.)

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