

Careers@Bathspa

STATEMENT OF SERVICE

STUDENTS

Mission: **Careers@Bathspa** is committed to providing a service of the highest possible quality to all users, enabling Bath Spa University students to make well-informed decisions about their career choice.

Aims: To facilitate the process of career choice and support the University College's commitment to developing the employability of its students.

The Service We Provide:

GENERAL:

We provide a service to all Bath Spa current students and graduates, as well as graduates of other universities for up to one year after completing their studies.

Students studying at Partnership Colleges should check their college careers provision in the first instance. We can offer the following:

- ◆ Access to the careers@bathspa website
- ◆ Contact careers@bathspa with brief information based queries
- ◆ Appointments, by referral from their own institution

CAREERS INFORMATION & RECEPTION

CAREERS GUIDANCE:

Confidential, client centred and impartial guidance is offered to help clients explore and implement decisions about their future plans.

The following appointments are offered:

- ◆ **Quick Query Appointments (10 minutes)** Booking on the day
- ◆ **Pre-booked (20 minute) Appointments**, available after attending a quick query session. Booked on-line, by telephone or in person at Careers reception (NP LY104)

A student Appointment record is available to record information of particular value, during the appointment. Client information is stored by careers and is for careers service use only. Anonymised information from this database is also analysed on an annual basis to review use of the careers service.

If appointments are delayed or cancelled due to staff illness, clients will be notified at the earliest available opportunity, and alternative appointments re-organised to suit the client's availability.

CAREER RELATED RESOURCES

Access to a wide range of relevant paper and web based information relating to occupations, career planning, employers, selection processes and further study options to help students develop an awareness of all possible opportunities.

We aim to keep information as up to date and accurate as possible, and to reflect the range of subject interest to meet client demands.

Students are encouraged to ask for assistance if they are not able to locate specific information, and to complete an Information Request Form, outlining the information required.

We will endeavor to respond to this request within five working days, and if we are not able to find the information, we will seek to refer the request to an alternative provider

VACANCY INFORMATION

We hold and maintain details of relevant job opportunities covering permanent, part time, temporary, voluntary and placement opportunities by utilising:

- ◆ Careers Service Notice boards - Newton Park, S.U foyer & Sion Hill outside the S.U Office.
- ◆ Vacancies: online via our WebPages; www.bathspa.ac.uk/careers
- ◆ Jobshop – [Jobs@Bathspa](#). Vacancies on-line & posted on vacancy boards located adjacent to the careers service, SU Foyer (NP) and at Sion Hill Basement House 8. Information and assistance in locating suitable part time jobs and vacation work.

CAREERS EDUCATION

Programmes of academic subject based workshops covering career choice, relevant information sources, job search, recruitment and selection processes and further study options take place within subject areas and career development modules

CAREERS PUBLICATIONS

Specialist leaflets relating to programmes of study and particular focus of interest are available on reference, and where possible, free to take away. Subjects cover self employment, working in the local region and further study. The service also publishes a final year graduate pack, with specialist arts and teaching editions.

Students Using The Service Can Expect:

Fulfillment of the services outlined in the 'Services We Provide' section and in providing these services, to:

- ◆ Work towards the highest professional standards and codes of practice, including those set by;
- ◆ The Guidance Council, AGCAS, QAA
- ◆ Seek regular feedback from all service users to review and improve practice.
- ◆ Provide equal treatment regardless of gender, sexual orientation, age or ethnic origin,
- ◆ Comply with relevant legislation including the Race relations Act and the Data Protection Act.
- ◆ A Service which is confidential and impartial
- ◆ Recognise the particular needs of students with disabilities
- ◆ Comply with the current Disability Discrimination Act

Staff who are:

- ◆ appropriately trained, professional, approachable, helpful and courteous
- ◆ able to provide an efficient impartial response to enquiries and requests
- ◆ involved in a programme of continuous professional development working to national standards

What We Ask of You

We rely upon you to help us provide the most effective possible service. You can help us by:

- ◆ Keeping all appointments for interviews, or where this is not possible, telling us as soon as possible.
- ◆ Taking responsibility for making your own decisions, researching your career choices and taking action to realise your goals.
- ◆ Provide us with constructive feedback on the effectiveness of our service
- ◆ Respond to our request for information on what you are doing immediately after graduation

Feedback: Your opinions about the services provided will be sought on a regular basis, so information and activities can be tailored to meet your needs. If you ever have cause for concern or complaint, please contact:

Julie Kirkby Head of Careers, or

Amanda Leon, Head of Student Services, Doynton Building, Newton Park.