

Careers and Employability Service - Statement of Service

Introduction

The University of Huddersfield's Careers and Employability Service offers professional career information, advice and guidance to students and graduates seeking to develop their future working lives and enhance their employability. We offer an inclusive service that is provided to all our clients regardless of gender, ethnic origin, age, sexuality, religion or disability in adherence with the University's Equal Opportunities and Diversity Policy.

Who can use our services?

- All University of Huddersfield undergraduate, postgraduate and research students can use our services (N.B. this does not include students at Partner Colleges or those studying franchised courses).
- All students who have graduated from the University of Huddersfield, as part of our lifetime support offer. (NB the service offer to students after graduation may be different from the services available while you are studying with us for practical and operational reasons).

What you can expect from the Careers and Employability Service

- Support which is client-centred, impartial and confidential.
- Staff who are committed to equity of opportunity and inclusion.
- Helpful and welcoming staff, committed to a high level of customer service.
- Appropriately Qualified staff.
- Up to date information resources.
- Links with employers.
- Regular careers updates by email, departmental notice boards, plasma screens, tutors and VLE's.
- Collaborative working with Schools and other parts of the University (e.g. Disability and Wellbeing) to effectively support you.

In addition, we adhere to the following national codes and standards:

- The Association of Graduate Careers Advisory Services (AGCAS) Quality Standard.
- Code of Practice of the Quality Assurance Agency.

How you can help us

- Attending appointments / workshops you've booked with us.
- Letting us know in advance if you can't make appointments / workshops.
- Giving us feedback on our services so we can improve them for you.
- Sharing your issues and ideas so we can know how to help you.
- Actively managing your career plans
- When you've graduated, completing the Graduate Outcomes Survey because this information is important for the University.
- When you are in a career, seeing if the organisation you're with can advertise opportunities through our JobShop for current students.

What we offer

JobShop

The University's online vacancies service for both current students and graduates of the University of Huddersfield.

Here you will find:

- **Graduate jobs** - for final year students and graduates
- **Part-time/casual jobs** - work and earn while you study
- **Professional experience opportunities**
- **Internships** – for UoH students and graduates
- **Graduate recruitment schemes** – apply to work for top graduate recruiters
- **Voluntary opportunities**

Students and graduates can access the JobShop [here](#).

Advice and guidance

Appointments are available throughout the week, during opening hours. Availability is advertised via our website: www.hud.ac.uk/careers <https://careers.hud.ac.uk/home.html>. Booking terms and conditions are detailed on our website/booking system and can vary from time to time. We aim to provide a mix of in-person appointments on campus and online appointments.

- **Career Planning appointments (includes option for interview preparation / mock interview)**
 - 45-minute guidance appointments - an opportunity to discuss career planning, career management and employability skills, applications, employer research and further study.
 - Telephone or virtual appointments are also available.
- **20 Minute advice appointments**
 - 20 Minute Advice appointments – an opportunity to discuss longer applications and personal statement checks, job searching, work experience, teacher training, Linked-in and interview advice.
- **Short drop-in appointments (through pop-up events and drop-ins)**
 - Drop-in for quick CV/Cover Letter checks and other quick queries.
- **Ask a question**
 - Opportunity to submit at any time a careers questions to a member of staff via the 'ask a question' option in which can be accessed through the CES website home page.
 - We aim to respond within 5 working days.

Online content and Social Media

- An up to date website with information and advice covering all the key aspects of employability: <https://students.hud.ac.uk/opportunities/careers/>
- An appointment system that enables you to: book appointments, workshops and employer events; manage your profile; find jobs, internships and other opportunities. Includes our online jobs board the **Job Shop**.

We also:

- Connect you to employers (e.g. through employer events on campus)
- Work with your School to deliver careers sessions for your degree and plan other employability initiatives.
- Run the Global Professional Award (GPA) which helps you develop employability, well-being and enterprise skills.
- Run a programme of central events/recorded workshops.
- Provide high quality career development learning resources.

How we communicate with you

We aim to communicate with you in ways that are accessible and appropriate, these include:

- Targeted emails –with information relevant to you
- Social media
- Posters, flyers and plasma screens across the University
- Feedback surveys

Accessibility Support

We work closely with the University's Disability Service to support any student with a disability. We aim to make all our services accessible to all our users, so if a service or some information isn't accessible, please let us know and we'll do our best to support you with an alternative approach.

How you can contact us

- [Ask a Question](#) function (this is the main way for students to get careers advice by email)
- Email: careers@hud.ac.uk (for other enquires)

Complaints procedure

University complaints procedures:

- For students – the Student Complaints Procedure is listed in Section 11 of the Students' Handbook of Regulations.
- For staff – the University has a dedicated staff Grievance Procedure.
- For external partners – the University has an External Complaints Procedure to be followed.
- Complaints in relation to the recruitment or selection of staff are covered by the Recruitment and Selection Procedure.

If there is something you wish to complain about:

- In the first instance raise the issue with the member of staff concerned *if you feel comfortable doing so*.
- Alternatively, you can simply email the Head of Service (Claire Aydogan) who will undertake an investigation of the issues raised: C.Aydogan@hud.ac.uk
- We view all complaints as valuable feedback to help us improve the service we offer to you.

All details are correct at time of publication. The University reserves the right to alter services without notice, however, we aim to notify users of changes through relevant channels where appropriate.

The University reserves the right in exceptional circumstances to restrict or remove (temporarily or permanently) careers support for causes including but not limited to: repeated failure to attend booked events/appointments; abusive behaviour towards staff or other students (online or in person); vexatious requests; or for other reasons according to the University's disciplinary regulations.

Revised Jan 2021. (v5).

Reviewed June 2025 (v6).

Claire Aydogan, Head of Service