

Careers Statement of Service: Students & Graduates

Vision

To be an innovative and inclusive service, enabling all University of Leeds students and graduates to be successful in their future lives and careers through the delivery of expert careers information, advice and guidance (IAG) interventions, resources, networks and opportunities.

Our strategic approach to employability is described in the University's [Employability Strategy](#). This Strategy is supported by an [Employability Framework](#) which was developed with students.

Eligibility: Who can use our services*

- Current students of the University of Leeds; includes undergraduates and postgraduates (both Taught Postgraduates and Research Postgraduates)
- Alumni of the University of Leeds. Whilst our services are available to you regardless of when you graduated, our expertise lies predominantly in the recent graduate market

Outline of services for University of Leeds Students & Graduates*

- Extensive online information and resources to support you with your personal and career development via [careerweb](#)
- Access to events, presentations and skills sessions via [MyCareer](#)
- Access to internship, placement and graduate opportunities via [MyCareer](#)
- Access to individual career guidance to help you identify your professional skills, interests and values and develop strategies and skills to pursue these, through [Careers Consultant appointments](#)
- Support with job/ opportunity seeking, applications, interviews and assessment centres through our application support, mock interviews and drop-in services, or online if you are unable to attend in person. See [our website](#) for details
- Our information, advice and guidance (IAG) services cover work experience, jobs, further study, business start-up or anything else relating to next steps following university
- Access to careers and professional development modules
- Access to mentoring via our [mentoring hub](#)

*See also 'What we don't do' below

What you can expect from us

- Staff who are professional, helpful and friendly, and are committed to helping you
- Confidential and impartial information, advice and guidance to support you in developing yourself, accessing opportunities and making choices about your future after university
- To be treated equally and fairly in line with the [University's Equality & Inclusion Policy](#)
- Referral to other services, either internal or external, as appropriate to your needs and interests (e.g. [Spark](#) for business start-up support)
- We are members of AGCAS (Association of Graduate Careers Advisory Services) and subscribe to their [code of ethics](#)

What we expect from you

- Take ownership for exploring, developing and progressing your own development and future steps
- Professional approach – for example attending booked appointments or events on time, or cancelling your booking through [MyCareer](#) with sufficient notice if you are not able to attend
- Undertake any preparatory work requested before appointments or events, and commitment to any agreed actions following appointments/ events
- Provide feedback on our services if required
- Courtesy and respect for our staff

What we don't do

- Spellcheck or proof read CVs, applications or personal statements. We provide feedback on structure and content, but not spelling and grammar
- Provide unlimited individual appointments – Our appointments are in high demand. We reserve the right to refuse or restrict continued access to individual appointments or services to ensure equity of access for all, or if, in our professional opinion, we have exhausted the help we can provide to you at that stage

Non-attendance policy

- Whilst we understand that unforeseen circumstances may sometimes prevent you from attending a booked appointment or event, we expect professional and courteous behaviour and for you to either cancel your place through [MyCareer](#) or to notify us on 0113 3435295 with as much notice as possible if you are unable to attend. This means the place can be offered to another student
- If you miss an appointment/ event twice within a 14-day period, your online booking access may be temporarily withdrawn
- If you arrive late for an individual appointment, your appointment time will be shortened accordingly

Feedback and complaints

We are always keen to hear your feedback about our services, or suggestions for improvements. If you have any feedback or suggestions, you can complete our online [feedback form](#).

If you are dissatisfied with any of the services you have received from us, we would encourage you to raise it with a member of our staff in the first instance and we will do our best to put it right. You can do this either in person, or by calling 0113 3435295.

Formal complaints

If you are still dissatisfied, you can raise a formal complaint by writing to [Jane Campbell](#), Head of Student Careers, in line with the [University's complaints procedure](#).