

## Careers Service Statement of Service

### ***About Us***

The Cardiff Metropolitan University Careers Service adheres to the [AGCAS Code of Practice on Guidance](#), which defines the professional principles for careers services in higher education.

In line with the various codes of practice under which we operate, all members of staff are trained appropriately for their job and undertake regular further training to update their professional knowledge and skills.

Our purpose is to provide a high quality career education, information, advice and guidance service to enable students and graduates of Cardiff Metropolitan University to develop their capacities to identify, prepare for and pursue immediate and longer-term career and educational goals.

### ***Services to students and graduates***

Cardiff Met students and graduates can expect the Careers Service to provide:

- access to individual careers appointments (20 - 30 minutes) with professional, competent and experienced staff booked via an online booking system
- access to daily Drop-in sessions with professional, competent and experienced staff
- advice by phone, email or virtual meeting platforms where appropriate
- an impartial service free from any commercial or other outside influences
- confidentiality in all dealings as per our [Confidentiality Statement](#)
- a comprehensive and relevant website inclusive of social media, which provides relevant and up-to-date information and links effectively
- an annual calendar of extra-curricular career development events including, such as skills development sessions, careers workshops and webinars
- access to employers via presentations, careers fairs, industry forums, skills events, and through vacancy, placement and internship opportunities
- a comprehensive and regularly updated database of jobs, internships and work experience opportunities
- a response to a query within five working days of initial contact with the Careers Service
- suitable notification should we delay or cancel any careers appointment or any talk, presentation or other event. The reason for any cancellation will be explained to you
- a feedback mechanism and complaints procedure
- a professional and ethical service, which operates within a set of national professional standards including the Codes of Practice of the Association of Graduate Careers Advisory Services (AGCAS) and the [Quality Assurance Agency's Quality Code](#)
- a commitment to equality of opportunity regardless of age, disability, ethnic origin, gender, nationality, religion, sexual orientation or any other factor. The University's Equality, Diversity and Inclusion Policy underpins all aspects of our services and can be found on the [Cardiff Met Policy hub](#).

The Careers Service expects Cardiff Met students and graduates to;

- attend appointments, workshops, webinars or any other booked career event, otherwise providing adequate notice of cancellation where situations prevent attendance

- complete any forms or do any reasonable preparation requested before attending appointments, workshops, webinars or any other booked career event
- conduct themselves in a reasonable, responsible and professional manner in their dealings with providers of further and professional study, employers and other external clients
- treat Careers Service staff with respect and consideration and use the Careers Service areas in a responsible manner, so as not to disturb other users

### ***Services to employers***

Employers can expect the Careers Service to provide:

- a vacancy advertising service allowing graduate jobs, internships, industry placements and volunteering opportunities to be posted on an internal platform
- the promotion of vacancies to students by encouraging use of the internal platform as well as attendance at employer events
- the opportunity to engage with students through careers fairs, forum events, presentations and employer stands
- the organisation, marketing and administration of employer events within the University
- assistance with holding selection interviews at the University, by arranging rooms and advertising the event to students
- referral and signposting to other University staff and departments where required

The Careers Services expects employers to:

- provide vacancy opportunities that abide by the terms and conditions specified on our [website](#)
- provide adequate notice of any changes to, or cancellation of, Campus visits
- provide feedback on our services

### ***Services to university staff***

University staff can expect the Careers Service to provide:

- an impartial service, offering equal treatment to all Academic Schools for the provision of careers consultancy services and activities and events related to careers and employability
- the collection, analysis and dissemination of relevant employability data. This includes student career aspirations data, engagement metrics and destinations statistics.
- support for incorporating careers and employability education into programmes of study
- the organisation of School specific employer talks and events
- employability workshops and skills development sessions for students
- support from the Central Placement Team regarding current placement or Work-Based Learning (WBL) provision, proposed WBL modules, and consultation regarding central resource requests and Placement Handbook processes

The Careers Service expects university staff to:

- support the aims and activities of the Careers Service
- promote employability activities and events within Academic Schools and encourage students to interact with the Careers Service
- provide slots in the teaching timetable for agreed talks and events
- familiarise themselves with the range of resources that the Careers Service can offer staff and students through our [web pages](#)
- keep the service up to date with changes to course delivery and new programmes of study
- support the delivery of the Graduate Outcomes survey through promotional and data collection activities.
- adhere to Cardiff Metropolitan University's Guidelines for Work-based and Placement Learning as described in the [Academic Handbook](#) and where relevant support the administrative processes of the Central Placement Team

### **Feedback and concerns**

The Careers Service welcomes any constructive feedback on its services or individuals. Students, employers and other clients can provide feedback by emailing [careersservice@cardiffmet.ac.uk](mailto:careersservice@cardiffmet.ac.uk)

As per the [University's Complaints procedure](#), if you have initial concerns please contact a member of the Careers Service management team in the first instance:

<b>Role</b>	<b>Name</b>	<b>Email</b>	<b>Responsibilities</b>
Head of Employer Engagement	Nick Johnson	<a href="mailto:njohnson@cardiffmet.ac.uk">njohnson@cardiffmet.ac.uk</a>	Employer engagement, Placements, Shape Your Future, Fairs and employer talks
Employability Skills Development Manager	Charlotte Edwards	<a href="mailto:cedwards2@cardiffmet.ac.uk">cedwards2@cardiffmet.ac.uk</a>	Skills development, Shape Your Future, Employer Engagement
Careers Team Manager	Ceris Probert	<a href="mailto:cmlprobert@cardiffmet.ac.uk">cmlprobert@cardiffmet.ac.uk</a>	Careers appointments, GO Wales Plus, Widening Success, webinars, workshops and lectures
Operations Manager	Matt Bedwell	<a href="mailto:mbedwell@cardiffmet.ac.uk">mbedwell@cardiffmet.ac.uk</a>	Data, systems (including MetHub), website, communications and marketing

If your concern is not resolved informally, please submit a [complaint form](#).