****

**CAREERS AND EMPLOYABILITY SERVICE**

**STATEMENT OF ENTITLEMENTS FOR STUDENTS, ALUMNI AND STAFF**

**Our Mission**

**We aim to be an innovative, impartial and professional client-focused service which enhances the employability of students and graduates from the University of Nottingham.**

We aim to do this through a quality service that:

* Helps students and graduates, through impartial careers information, advice and guidance, to develop career management skills and to implement well-informed career decisions
* Collaborates with the academic community and with employers to enhance the employability of students and graduates through curriculum-based and co-curricular career development learning
* Provides a channel of communication between students, graduates, employers and academics to promote opportunities
* Provides the university with reliable and relevant information about the graduate recruitment market
* Promotes the University’s students and graduates to all types of employers and training providers

**WHO CAN USE THE CAREERS AND EMPLOYABILITY SERVICE?**

**The following are entitled to use the full range of services at the CAREERS AND EMPLOYABILITY SERVICE:**

* All full and part-time undergraduate and postgraduate students registered and currently studying at the University of Nottingham UK **(with the variations outlined in the section below)**
* Students from non-UK universities, who are undertaking a period of study at the University of Nottingham UK
* Those who have graduated from the University of Nottingham UK
* Research staff at the University of Nottingham UK and other staff who have graduated from the University of Nottingham UK

**Variations of entitlement**

* Students and graduates of University of Nottingham **Ningbo and Malaysia**, and those on **franchised courses** outside the UK, are expected to seek individual help from their local university/college careers service, although they will have access to our web site
* Graduates who are classified as **‘no-award leavers’** should seek clarification from Academic Services regarding their university status and entitlement to use university facilities/resources. However, we can offer to no-award leavers, on request, an appointment, prior to their departure from the university

**If you are not sure of your entitlement to use the service, please contact us on 0115 9513680 or** [careers-team@nottingham.ac.uk](mailto:careers-team@nottingham.ac.uk). **The final decision over user entitlement rests with the Directors of the Service**

**Our web site** [www.nottingham.ac.uk/careers](http://www.nottingham.ac.uk/careers) **contains details of all our services and you will be required to register on our online system, before accessing certain parts of the site (this does not apply to research staff, who do not need to register). Information on this can be found in our leaflet ‘My Career’.**

**What you can expect from us:**

The Careers and Employability Service adheres to a national code of principles. This guarantees a quality service which is impartial, confidential, and client-centred and delivered by members of staff who are approachable and professional.

You can expect:

* Advice and guidance which is impartial and client-focused
* Career development learning delivered centrally and in collaboration with academic schools and faculties
* Staff who are knowledgeable and appropriately trained for their role
* Staff who treat you with respect
* Accurate and relevant information, delivered appropriately and creatively
* Confidentiality
* Services which are fair and which support diversity
* Access to a range of employability opportunities

**What we expect from you:**

* Commitment to attend pre-booked events/appointments or notification if you are unable to attend
* Punctuality
* Respect for those delivering the services
* Active engagement in career learning and a willingness to take responsibility for your own action plans
* Commitment to undertake any agreed tasks or processes
* Feedback on our service, if requested

**OPENING HOURS**

# University Park

### Term Time: 10.00am – 5.00pm

You can access our online services through our website [www.nottingham.ac.uk/careers](http://www.nottingham.ac.uk/careers)

**Service locations**

Our teams are located in the Portland Building (Arts and Social Sciences), Pope Building (Science and Engineering), Life Sciences Building, QMC (Medicine and Health Sciences), Yang Fujia Building (Jubilee) and the Student Services Centre (Sutton Bonington). There is also limited provision at Derby, Kings Mill and City Hospital.

Appointments and events are available at all the above locations for students from the designated faculties. Please consult My Career for further details

**CONTACT DETAILS**

Careers and Employability Service

Portland Building

Level D West

University of Nottingham

University Park

Nottingham NG7 2RD

Tel: 0115 95 13680

Fax: 0115 95 13679

Email: [careers-team@nottingham.ac.uk](mailto:careers-team@nottingham.ac.ukc) (student enquiries)

[EmployerServices@nottingham.ac.uk](mailto:EmployerServices@nottingham.ac.uk) (employer enquiries)

s-team@nottingham.ac.uk

Web: [http://www.nottingham.ac.uk/careers](http://nottingham.ac.uk/careers) (includes map)

**QUALITY ASSURANCE**

We welcome feedback from users on the services we provide. If you have found us helpful then do tell us, and if you have any suggestions about possible improvements then please let us know. Call in and complete a form or visit our online feedback page <http://www.nottingham.ac.uk/careers/about/yourviewscount.aspx>

If you feel we have not met your expectations then please discuss your concerns with the appropriate member of staff who will endeavour to address them if at all possible. Any formal complaints by clients should be submitted in accordance with the University’s Code of Practice for Student Complaints (see <http://www.nottingham.ac.uk/quality-manual/appeals/complaints.htm>) and will be dealt with accordingly. Any other formal complaints should be addressed in writing to the Director of the Service.

**November 2014**