Careers and Employability Service
Statement of Service - Services to Students

This Statement of Service outlines the standard of service you can expect as a student from the Careers and Employability Service at the University of Stirling. It includes our overall mission as well as details of what we can offer you, and what we expect of you as a user of the service.

The mission of the CES is ‘by providing high quality careers information, education and guidance, the Careers and Employability Service at Stirling University endeavours to empower clients to make informed career decisions and develop life long career management skills.’

To support this we offer the following:

(a) Information and online resources

- An up to date and fully comprehensive website with access to careers information, a vacancy database and an online booking system.
- A range of free take away materials that cover the key stages of career planning: research, decision making, the recruitment process, and also resources to support students interested in self-employment.
- Access to information and relevant news via a range of social media tools.
- Access to online, subscribed to software, including Interview Stream, Profiling for Success and Goinglobal.
- A range of resources and information made available to all students via SUCCEED.
- Access to the resource areas in the Careers and Employability Service and in the Student Services Hub with information available on job search skills, the recruitment process, employment sectors, further study, funding, international careers and volunteering.

- Vacancies
Graduate, internship, part-time, internships and vacation vacancy information available via our website at http://www.stir.ac.uk/careers/students/jobsearch/jobshop/

- Presentations by Recruiting Organisations
Every year employers and other organisations visit the campus and/or attend events to give presentations on the opportunities they offer graduates. These are normally held at lunchtime or in the early evening. For more information on these presentations look at the events section of the website.

- Work Experience Contacts
In addition to our work experience modules, we can direct students to other structured programmes run by employers. We can also advise on different ways of setting up work experience.

For more information on current opportunities, look out for notices on our careers information boards around the University, consult our website www.careers.stir.ac.uk or make an appointment and come and visit us.
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(b) One-to-One Advice

- **Quick Queries** – a 15 minute one-to-one appointment with the Careers and Employability Consultant linked to your Faculty, or any one of our Careers and Employability Consultants. These appointments are bookable in advance via the Careers and Employability website.

- **Guidance Appointments** - a 45 to 1 hour consultation with a Careers and Employability Consultant. It is an opportunity to have an in depth discussion relative to your specific career support needs. These appointments are made via the Student Hub in Room 2A1.

- **Mock Interviews** – an opportunity to prepare and practice for an interview with a Careers and Employability Consultant. A job description and application must be supplied 5 working days before the interview to gain the most from this session, otherwise the consultant may not have time to prepare a targeted interview. These appointments are made via the Student Hub in Room 2A1.

- **E-Guidance** - Careers and Employability Consultants are able to provide advice and guidance to current students and graduates of Stirling University via e-mail. Enquiries should be submitted at www.stir.ac.uk/careers/students/advice/ and a reply will be given within 5 working days.

- **Advice by Skype** - Skype interviews are now available to students, graduates and staff of the University of Stirling who are unable to have face-to-face appointments. Interviews times must be booked in advance, call 01786 466022 to arrange an appointment for a Skype interview.

- **CV Clinic**
CV, covering letter and application form checking service. These appointments, which last 15 minutes and take place in the Career and Employability Service, and are bookable in advance via the Careers and Employability website.

**NB.** Unfortunately we are unable to provide any immigration or visa advice.

(d) Careers Education

An extensive programme of careers fairs, forums, panels, presentations and seminars run throughout the year. Details are available on the events pages of the website.

The Careers and Employability Service also deliver workshops and events for students as part of the curriculum in faculties and divisions.

(d) Accredited Careers Education

The Careers and Employability Service delivers a range of credit bearing modules, including career management skills and work experience opportunities, all of which support and enhance the development of student employability. Information on the modules currently available are on the website at http://www.stir.ac.uk/careers/modules/
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(e) What You Can Expect From Us

- Friendly, welcoming, knowledgeable and helpful staff.
- Experienced and qualified Careers and Employability Consultants with specialist knowledge
- A relevant and well maintained web site and social media
- Links with employers and academic divisions
- Regularly updated vacancy information
- Staff working towards compliance with the following codes of standards:
  - QAA Code of Practice
    http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code
  - AGCAS (Association of Graduate Careers Advisory Services) Code of Practice
    http://www.agcas.org.uk/assets/download?file=5029&parent=1876
  - AGCAS Equal Opportunities Policy
    http://www.agcas.org.uk/
  - Matrix Quality Standards
    http://www.matrixstandard.com/
  - Compliance with Stirling University Diversity & Equal Opportunities policy
    http://www.stir.ac.uk/equalityanddiversity/ourapproach/

(f) What We Ask Of You

We depend on you to help us provide the most effective Careers and Employability Service possible. You can help us by:

- Attending events for which you have signed up (or let us know as soon as possible if you are unable to attend).
- Responding to our request for information on what you are doing six months following graduation, by completing the online Destination of Leavers from Higher Education (DLHE) survey when we contact you.
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- Providing us with constructive feedback on the effectiveness of our service.

(g) Feedback

Informal Feedback
The Careers and Employability Service welcomes all feedback (comments, compliments and complaints) and will aim to respond quickly. Informal feedback can either be raised orally with a member of staff who will feedback to colleagues at a staff meeting, or else by:

- e-mail to careers@stir.ac.uk
- the feedback section on the Careers and Employability Service website (http://www.stir.ac.uk/careers/feedback)

Formal feedback
If something goes wrong or you are dissatisfied with our service, please tell us via the University’s Complaints Procedure, which can be accessed at: http://www.stir.ac.uk/complaints/