

Service Level Agreement (SLA) from the Careers and Employability Service

This Statement of Service outlines the standard of service you can expect as a client of the Careers and Employability Service (CES) 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.

1. Mission statement

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.’

2. Who can use the Careers and Employability Service?

You can use the Careers and Employability Service if you are:

- a current full or part-time student at the University of Stirling or INTO
- a student who is currently taking a leave of absence
- an exchange student currently studying at the University of Stirling
- a graduate of the University of Stirling who has registered with the Careers and Employability Service
- staff of the university of Stirling who has registered with the Careers and Employability Service
- a prospective students of the University of Stirling
- a graduate of another university, up to 1 year after graduation

1. Services for current University of Stirling students:

CES offers, free-of-charge, the following services to full-time and part-time undergraduate and postgraduate students at the University of Stirling:

- Careers Information: provided through our website stir.ac.uk/14e, VLE and a range of print and multimedia resources in the Careers and Employability Service and the Student Services Hub. Containing labour market and occupational information, information on job-seeking skills, making applications and post-graduate study in a mix of digital and paper formats
- Booklets, leaflets and information sheets, written by University of Stirling's careers team, on a variety of topics
- Access to employer directories, such as Prospects, Targetjobs and the Times Top 100, outlining major graduate recruiters
- Access to online, subscribed to software, including Interviewstream, Profiling for Success, Graduates First and GoinGlobal
- Designated Careers and Employability Consultants for each Faculty. [Find out about your Consultant](#)
- One-to-one quick queries, and longer guidance discussions, with professional Careers and Employability Consultants who will empower you to develop your own strategies to make informed career decisions. [Find out more about appointments](#)
- [Career Café](#), Drop-In sessions around campus with a member of the careers team. These cover preliminary advice and information, help with CVs and applications and answers to basic careers queries
- Career fairs, events, talks, workshops and sessions, delivered by employers and careers staff. Visit our [events page](#) for details

- [Mock interviews](#). If you have been invited to a real interview, a practice interview with an adviser will allow you to experience a real interview situation, get feedback on your performance and tips on how to improve
- Information on psychometric tests and personality questionnaires both in digital, paper format and online. [Find out more](#)
- Career sessions delivered within the Faculty by Careers and Employability Consultants
- Regular news updates through our website, Facebook page, Instagram, email and Twitter feed
- The Stirling Internship Programme, providing full and part-time paid internships exclusively to University of Stirling students and graduates

4. Services for Stirling graduates

The majority of services (excluding certain subscription services) to students above are equally available to graduates of the University of Stirling. Graduates should register with stirling.targetconnect.net/. In addition, advice is available to these graduates by phone, skype or email, by indicating in the appointment booking form, if they are no longer able to visit the CES in person

5. Services for graduates of other universities

Graduates of other UK universities will not normally be allowed to use CES Services. However for up to 1 year after graduation the following is provided:

- Careers Information resources, both online and hard copy (excluding subscription services)
- Career Cafe Drop-In sessions

6. Prospective University of Stirling Students

Prospective students of other UK universities will not normally be allowed to use CES Services. However for up to 1 year after graduation the following is provided:

- Careers Information resources, both online and hard copy(excluding subscription services)
- Career Cafe Drop-In sessions
- Email advice via ask@stir.ac.uk

7. Service to Staff

Many of the services we offer to students and graduates are available to Staff of the University of Stirling, we do ask that you register with our management system stirling.targetconnect.net

8. What does the Careers and Employability Service expect from me

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

- Actively participate in the career appointment by preparing for the interview in advance and following up the interview by taking any appropriate action suggested by your Consultant
- To keep appointments and attend booked presentations and other activities, or to provide reasonable notice in the case of cancellation
- Treat CES staff, employers and other clients with respect and consideration and to use the services in a responsible manner
- Providing us with constructive feedback on the effectiveness of our service

9. What you can expect from us

- Friendly, welcoming, knowledgeable and helpful staff

- Experienced and qualified Careers and Employability Consultants with specialist knowledge
- Links with employers and academic divisions
- Regularly updated vacancy information
- Careers education, information, advice and guidance delivered by qualified, competent and experienced careers and employability staff
- Confidentiality in all your dealings with the Careers and Employability Service
- An impartial service free from any commercial or other outside influences;
- A feedback mechanism and complaints procedure

10. Policies and codes of standards:

- QAA Code of Practice qaa.ac.uk/assuring-standards-and-quality/the-quality-code
- AGCAS (Association of Graduate Careers Advisory Services) Code of Practice [agcas.org.uk/write/MediaUploads/AGCAS Code of Practice.pdf](http://agcas.org.uk/write/MediaUploads/AGCAS_Code_of_Practice.pdf)
- Matrix Quality Standards matrixstandard.com/
- Compliance with Stirling University Diversity & Equal Opportunities policy stir.ac.uk/equalityanddiversity/ourapproach/
- Internal careers and employability service policies on confidentiality and data protection, referral and guidance stir.ac.uk/student-life/careers-employability-service/careers-advice-for-students/support/
- University of Stirling Privacy Notices stir.ac.uk/about/faculties-and-services/policy-and-planning/legal-compliance/data-protectiongdpr/privacy-notices/
- Careers and Employability Service Privacy Notice for graduates, staff and prospective students using stirling.targetconnect.net.
stir.box.com/s/7fpdd3b974r4p7ay1hx57g9bjlwl46wn

11. 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 ask@stir.ac.uk
- via <http://stirling.targetconnect.net>

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:

stir.ac.uk/complaints/

12. More information

Student Services Hub

University of Stirling

3A1 Cottrell Building

FK9 4LA

Tel: 01786 466022

Email: ask@stir.ac.uk

Web: stir.ac.uk/student-life/careers-employability-service/

We aim to respond to emails within 5 working days.