

# Careers and Employability Service Information Policy

The Careers and Employability Service aims to help students and graduates make informed career decisions and develop lifelong career management skills by providing high-quality information, education and guidance. This policy presents our aims with respect to the provision of careers information.

The Careers and Employability Service aims to provide careers-related information to its users, a full list of eligible users entitled to use our services can be found in our Statements of Service available via the Careers and Employability Service website.

The Careers and Employability Service aims to provide relevant, current, appropriate and accurate careers information. It should meet the needs of our core client groups; not be in contravention of any relevant legislation or professional standards; be selected and maintained in ways which are consistent with the University of Stirling, and other Careers and Employability Service policies; and be supportive of the objectives and aims of the Service as a whole.

## **Our Objectives are to ensure that:**

- Clients have access to information appropriate to their needs that will enable them to make informed career decisions and develop the kinds of skills which will allow them to manage their careers throughout their lives
- Resources are obtained from a variety of sources including careers organisations, employers, professional bodies, publishers and in-house specialists
- Information provision reflects the student profile, the culture of the institution, and anticipates future directions.

## **This is achieved by making sure that:**

- Information is accessible,
- Information is maintained, monitored and evaluated
- Information is accurate
- Staff are competent
- Information is efficiently and effectively managed through well documented procedures, reducing duplication and automating where appropriate.

## **Accessibility of Information**

The Careers and Employability Service will make sure:

- Information is made easily accessible to clients and is disseminated to client groups as appropriate.
- The information provided promotes equality of opportunity and adheres to all appropriate legislation.

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- Information is available or can be obtained in a variety of formats and media to meet the needs of our clients.
- If the material requested is not available an attempt is made to locate the information and/or clients are referred to an appropriate source.

## **Maintenance, Monitoring and Evaluation of Information**

The Careers and Employability Service will make sure:

- It reviews the information provision regularly and tries to anticipate client needs
- The range of information provided is not offensive, is free from bias, counters stereotyping and adheres to equal opportunities legislation
- Information requests are regularly evaluated to check for 'information gaps' and any such 'gaps' are reviewed
- Information provision is a standing item on the agenda of Faculty meetings

Information Manager regularly reviews systems and procedures for annual planning days. **Accuracy and Quality of Information**

The Careers and Employability Service will make sure:

- There is a system in place for ensuring that information is updated on a regular basis and that all information is no more than two years old, except in special circumstances where they will be marked accordingly
- Information is clearly coded.
- In-house material will be reviewed at least annually

## **Staff Competency**

The Careers and Employability Service will make sure:

- An induction period for all new members of staff raises awareness of the issues surrounding the provision of information and guidance and that staff are made aware of the policies and procedures governing the operation of the Service
- Information Manager regularly reviews and seeks feedback from client groups and staff. Reviews of staff skills and knowledge take place regularly via the Achieving Success programme
- The opportunity for staff development exists and a training programme for each member of staff is agreed upon during the Achieving Success programme.

## **Lending policy**

The Careers and Employability Service does not normally lend out files, books, DVDs, or other material. .

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However, it may be possible in special circumstances to borrow an item for a maximum of 1 day (including overnight). A valid student card must be shown (a copy will be made) and a deposit of £5 may be taken, which will be refunded when the item is returned.

## Exceptions

The Careers and Employability Service will not:

- Provide comprehensive information on job and employment sectors that are not related to courses studied at the institution
- As far as possible, information will be neutral in approach
- Provide the same level of careers information in relation to international graduate labour markets, as we do on the UK graduate labour market and practices
- Not advise on immigration/visa matters, though we may draw attention to relevant sources of information.

## Your Feedback

Feedback about the careers information resource is sought to ensure that the information provided is appropriate, relevant and meets the needs of our users.

Feedback is collected from evaluative questionnaires. Constructive feedback on the information resources and its services on an ad hoc basis via our web based comments form is also welcomed.

The feedback received is reviewed regularly and used to make improvements to our service.. We aim to make available, via a variety of means, information on action taken as a result of user feedback.

Feedback is collected according to the Evaluation Policy and Procedures.