We are committed to improving the employability of the University of Manchester’s undergraduate and postgraduate students and alumni* and assist them to decide upon, apply for and achieve their career goals.

**Statement of Service**

We work in partnership with University staff and a wide range of organisations. Our aim is to improve the employability of our undergraduate and postgraduate students and recent alumni. We deliver and advertise numerous services, projects, courses and events to help them formulate and implement well-informed choices about their careers.

The following sections list our services:

- Students and alumni ([http://www.manchester.ac.uk/careers/services/](http://www.manchester.ac.uk/careers/services/))
- External organisations including employers and graduate recruiters ([http://www.manchester.ac.uk/careers/recruit](http://www.manchester.ac.uk/careers/recruit))
- University Staff ([http://www.manchester.ac.uk/careers/staff](http://www.manchester.ac.uk/careers/staff))

**Our commitment to our clients - what you can expect from us**

- A service committed to the principles of confidentiality, impartiality and equality of opportunity. All users are offered appropriate services. We take reasonable steps to ensure that users can participate fully in all activities. Premises are accessible to users with disabilities. We are pleased to provide information using alternative formats.
- Appropriately trained and experienced staff, with a range of commercial, industrial, academic and professional experience.
- Staff will be courteous, approachable and welcoming.
- Signposting/referral to other services and organisations where deemed appropriate.
- A wide range of information sources in the University and on the Careers Service website. Every effort is made to ensure that resources and information are accurate and up-to-date. If you notice that any information we hold or display is incorrect, please notify us so that we can take the appropriate action.
- Our funding comes from a number of sources including commercial activities such as services to employers and other organisations. Care is taken to ensure that these links do not unduly influence the advice and activities offered to clients.
Commitment from our clients - what we expect from you

Students and Graduates

- Taking responsibility for planning and managing your own career.
- Honouring any commitments that you have made with us such as meeting a member of staff, attending a training event or going to an employer presentation.
- Are expected to treat staff with courtesy and respect and show consideration for other clients.
- Graduates to respond to the Destination of Leavers from Higher Education (DLHE) survey.

More details on how we can work with you in partnership to achieve your career goals can be found on our website. www.manchester.ac.uk/careers

External organisations including employers and graduate recruiters

- Organisations should abide by the principles of the AGR, AGCAS & NUS Best Practice in Graduate Recruitment and equality of opportunity.

AGR, AGCAS & NUS Best Practice in Graduate Recruitment
http://www.prospects.ac.uk/cms/ShowPage/Home_page/Best_practice_in_graduate_recruitment/plefif

More details on how we work in partnership with organisations are outlined under specific services.

University staff

- That you liaise with Careers Service staff having responsibility for your Faculty/School/Discipline in order to help us offer appropriate services for you and your students and recent alumni. The Careers Service can provide a named contact for the Faculty/School/Discipline area. The Careers Service document “Working in Partnership with Academic Schools /Disciplines” outlines ways in which we can work together.
- It is requested that staff keep us informed of any relevant developments within their School.

More details on how we work in partnership with University staff are outlined under specific services. http://www.careers.manchester.ac.uk/staff

Codes of Practice and policies affecting the way we work

We adhere to Codes of Practice, policies and legislation including Data Protection and Freedom of Information Acts that affect the way we work. These include: The University of Manchester Regulations, Policies & Procedures including Equality & Diversity Policy, Manual of Academic Procedures (MAP) covering teaching, learning and assessment.
The Quality Assurance Agency (QAA) Code of Practice for the assurance of academic quality and standards in higher education including section 8 – Careers Education, information and guidance.

AGCAS (Association of Graduate Careers Advisory Services) guidelines, policies and codes of practice including Equal Opportunities Policy and Code of Practice on Guidance

National Policy Framework - Principles of coherent IAG Service Delivery
AGR, AGCAS & NUS Best Practice in Graduate Recruitment

Standard elements of The Matrix Standard quality framework

Equality legislation

Careers Service, Policies & Procedures including vacancy advertising and events policies

Data Protection and Freedom of Information Acts

Suggestions for improving our service

We welcome comments and suggestions from clients at any time as they are vital to our commitment to ongoing improvement.

Please contact us with any feedback: http://www.careers.manchester.ac.uk/aboutus/

We also survey clients at intervals and would welcome your participation and co-operation with such requests.

If you think that we are doing something well, please let us know.

Complaints

If you are dissatisfied please inform a member of staff who will try to resolve the matter. If you wish to make a formal complaint, please write to the Deputy Director of the Careers Service (marked “Personal and Confidential”) who will aim to respond within 10 working days.

* This statement of service does not relate to students, alumni, and staff of Institutions where the University of Manchester validates academic programmes.

This document is available in alternative formats.
Contact us at careers@manchester.ac.uk for details.

This statement of service is reviewed annually. Revised November 2013