

CAREERS SERVICE

MANCHESTER.AC.UK/CAREERS

Statement of Service

We work in partnership with University staff and organisations to offer a student/graduate focused Careers Service.

The Careers Service is committed to improving the employability of the University of Manchester's undergraduate and postgraduate students and graduates up to two years following course completion.

To help them formulate and implement their career plans we deliver and advertise numerous services, projects, courses and events www.manchester.ac.uk/careers/services

We adhere to Codes of Practice, policies and legislation including Equality & Diversity, Data Protection and Freedom of Information Acts that affect the way we work.

Our commitment to our student and recent graduate users - 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.
 - Premises are accessible to users with disabilities. We take reasonable steps to ensure that users can participate fully in all activities. We are pleased to provide information using alternative formats.
 - Access to 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 employers and other organisations. Care is taken to ensure that these links do not unduly influence the advice and activities offered to clients.
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Commitment from our student and recent graduate users - what we expect from you

- Take responsibility for planning and managing your own career.
- Honour 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.
- Treat staff with courtesy and respect and show consideration for other clients.
- Respond to Graduate Outcomes surveys you receive after graduation.

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

Feedback on our Services

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: careersfeedback@manchester.ac.uk

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.

If you are dissatisfied with our services 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 Head 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, graduates, 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.

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