

MANCHESTER
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The University of Manchester

CAREERS
SERVICE

STUDENT EMPLOYABILITY (CAREERS SERVICE)

Statement of Service



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Revised October 2025

Student Employability (Careers Service)

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Our commitment to student and recent graduate users

Student Employability (Careers Service) at The University of Manchester is committed to enhancing student and graduate employability. Our vision is to empower and inspire every student and graduate to confidently pursue a meaningful future, through a sector-leading, inclusive careers education aligned with university learning, institutional ambition and global context.

We work in partnership with University staff and external organisations to deliver a student- and graduate-focussed Careers Service for all undergraduate and postgraduate students, as well as graduates for up to two years after course completion.

To help students and graduates develop and realise their career goals, we provide and promote a huge range of services, events, programmes, support and resources. More information about our offer can be found on our website: [Careers Service \(The University of Manchester\)](#)

We operate in accordance with the [AGCAS Code of Ethics](#), policies and legislation, including the Equality and Diversity, Data Protection and Freedom of Information Acts, which guide and inform our work.

What you can expect from us

As part of this commitment, all student and graduate users of the careers service can expect:

- A professional service that upholds the principles of confidentiality, impartiality, and equality of opportunity. All users are offered appropriate support and access to relevant services.
- Staff working in adherence to the [AGCAS Code of Ethics](#).
- Accessible support and activities for users with disabilities. We take reasonable steps to ensure full participation in all activities and are happy to provide information in alternative formats on request. If a student or graduate needs any accessibility support to ensure they



can participate in our offerings, please email careers.info@manchester and let us know how we can assist.

- Access to appropriately trained and experienced staff who bring a range of commercial, industrial, academic and professional expertise.
- Courteous, approachable and welcoming staff who are committed to providing expert, high-quality guidance and support.
- Clear signposting and referral to other services or organisations where this is considered beneficial.
- A comprehensive range of information resources, available both within the University and on the Careers Service website. Every effort is made to ensure that all resources and information are accurate and up to date. If you noticed any inaccuracies, please let us know so that we can take appropriate action.
- Transparency in funding and partnerships, as our funding can come from various sources including employers and external organisations. We take care to ensure that these relationships do not unduly influence the advice, information or activities provided to our students and graduates.

What we expect from you

We expect that all our student and graduate users:

- Take responsibility for planning and managing their own career development, using our support and resources when needed.
- Honour commitments made with the Service, including attending scheduled appointments, events or employer presentations.
- Treat staff and other users with courtesy, respect and consideration at all times.
- Respond to the [Graduate Outcomes survey](#), which all graduates will be invited to complete 15 months after finishing their course. The results help us to monitor and improve the quality and impact of our services. To take part, please ensure your contact details are up to date; current students can update theirs via [MyManchester](#) and graduates can do so via [YourManchester](#).



Feedback

We welcome comments and suggestions from students, graduates or partners at any time, as they are essential to our commitment to continuous improvement. If you feel we are doing something well, we would be delighted to hear from you. If you are dissatisfied with any aspect of our service, please speak to a member of staff who will do their best to resolve

the issue. You can share feedback with us by emailing careers@manchester.ac.uk

We also conduct periodic surveys and appreciate your participation and cooperation when invited to take part.

Should you wish to make a formal complaint, please write to our Head of Student Employability, Kelly-Ann Mallon: kelly-ann.mallon@manchester.ac.uk We aim to respond to all formal complaints 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. Please contact us for more details: careers@manchester.ac.uk