

## Statement of Service for Students and Graduates

### Introduction

#### Careers, Employability and Skills Mission Statement

[Careers, Employability and Skills](#) (CES) aims to provide a professional Career Education, Information, Advice and Guidance Service to enable students and graduates make informed decisions about their career choices, take steps to realise their goals and develop their capacity to manage their career throughout their working life.

#### Aim

To complement the University's academic programmes by providing opportunities for you to enhance your employability, and through its activities facilitate the development of your Career Management Skills.

#### Objectives

Within the available resources

- To develop and deliver a professional, impartial and confidential career education, information, advice and guidance service in line with quality standards
- To develop and maintain relationships with employers providing a gateway to enable you to meet and engage with organisations interested in recruiting Queen's students.
- To advise and inform you on employment trends and the importance of developing employability skills
- To ensure our high quality provision meets your needs
- To take an active role in the life of the University and to support delivery of its mission at local and national and international level

#### Who can use Careers, Employability And Skills?

Current undergraduate and postgraduate students and graduates (up to two years following your graduation) of Queen's University Belfast may access the full range of CES services. Queen's graduates, students, graduates of other universities and prospective students may access information facilities and the Duty Adviser, subject to resources.

#### Expectations

##### Your expectations of Careers, Employability and Skills

Our service operates in accordance with the AGCAS Code of Practice on Guidance and the Matrix Quality Standard, so you can expect the career education, information and guidance provided to be confidential, non directive, underpinned by equality of opportunity and accessible to eligible users.

## Our expectation of users

We expect you as a user of our service to

- Take responsibility for making your own decisions, researching your career choices and taking action to realise your career goals
- Be prepared to recognise and work through the guidance process
- Inform us in good time if you are unable to attend booked interviews, seminar workshops etc
- Attend in good time for interviews and group sessions
- Complete any preparatory work we request, for example, prior to a guidance interview
- Advise us if you have specialist needs
- Tell us if you cannot find what you are looking for
- Use computer and other facilities appropriately

## Services we offer

Our services are provided by staff that are friendly, approachable, professional and appropriately qualified.

### Access to Guidance

Individual career guidance\* is provided through same day Duty Adviser consultation, by booked appointment or through [e-guidance](#).

A Duty Adviser consultation usually lasts 15 minutes. It covers preliminary careers advice and information and operates on a first come, first served basis.

An appointment with a [Careers Adviser](#) must be booked in advance and lasts around 45 minutes. This is an in-depth impartial process designed to help you explore a range of options, relate information to your own needs and circumstances and make decisions about your learning, career choice and employment strategies.

*\*For access to a dedicated service for students in [Biological Sciences](#), [Computer Science](#), [Postgraduate Research students](#) and at [Stranmillis University College](#), alternative arrangements are in place and communicated to relevant student groups by specialist Careers Advisers*

## Careers Education Programmes

CES and school specific careers programmes, modules and workshops aim to develop your employability skills, encourage you to engage early in planning your career, exploring options and opportunities.

Examples of workshops include:

- Preparation for placement
- Job search
- Application, CVs, Interviews and Assessment Centres
- Further and postgraduate study

A range of accredited Career Management and Employability Skills programmes are available both centrally and on a schools basis. Many of these lead to the award of [Degree Plus](#).

Examples of programmes include:

- London and Brussels City Study Tours
- Insight into Management
- Skills for Success
- Alumni Career Mentoring programme

### **Information**

We have a Careers, Employability and Skills Information Resource Area situated on the first floor of the Student Guidance Centre containing free material to assist you in making well informed career decisions, information on career pathways, graduate employers, training opportunities and volunteering.

Through our [website](#) you have access to:

- Part-time, placement and graduate vacancy information
- [Prospects Career Planner](#) and [Gradireland Careers Report](#)
- Careers [Events calendar](#)
- Virtual careers library
- Online data and websites

We also use a variety of social media to keep you up to date with what's happening in CES.

### **Careers and Placement Fairs**

CES organises a series of events designed to help you meet with graduate recruiters and access graduate, placement and internship vacancies. Details of these can be found in the [Events Calendar](#) on the CES website.

Full details of the services provided and resources available are also contained in the [Queen's Careers Service Guide](#), an annual publication produced by CES. Copies of this publication are available in the CES Information Resource Area and on the CES website.

### **Exchange and Study Abroad**

Internationalising your Queen's experience can be a great way of developing personal and employability skills, experiencing exciting new cultures, gaining a more global outlook and perspective as well as an opportunity to meet new friends and have fun.

Examples of international opportunities include:

- Erasmus
- University Exchange Programme
- Study USA / Study China / Study India
- IAESTE / Washington Ireland Programme / Project Children / US Internships

## **Oncampus Jobs**

[Oncampus Jobs](#) provides an opportunity for QUB and Stranmillis students to develop their employability skills through gaining part-time work and/or one year placement experience on campus, throughout the academic year.

## **Facilities for Students With A Disability**

We have a close working relationship with the Disability Services in the University. The Student Guidance Centre is fully accessible and information will be made available in alternative formats if requested. If you have any additional requirements, where possible, we will make arrangements to facilitate you.

## **User Feedback/Improvement**

CES is committed to continuous quality improvement and have systems designed to capture feedback. Suggestion boxes are also available in the CES Information Resource Area of the Student Guidance Centre, and also in the Reception area of the Student Support Centre of Stranmillis University College.

Should there be cause for complaint, this should be made in writing to the Head of Careers, Employability and Skills based in the Student Guidance Centre. A copy of our policy on complaints procedure is also available for consultation at Reception.

## **How To Contact Us**

Telephone: 028 9097 2727

Email: [careers@gub.ac.uk](mailto:careers@gub.ac.uk)

In Person: Careers, Employability and Skills  
Student Guidance Centre, Queen's University Belfast  
University Road, Belfast, BT9 5BN

## **Referral Policy**

Careers, Employability and Skills staff may, where appropriate, refer a student or graduate to other services within or external to the University. The reasons for referral will be clearly explained to the student and details of the department or service to which the student is referred will be provided. Only in exceptional circumstances, and with the student's permission, will an adviser make direct contact with the referral unit on behalf of the student.