

## Statement of Service for Students and Graduates

### 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 to 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.

### Objectives

Within the available resources -

- To 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, 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.

### What our users can expect of us

Our service operates in accordance with the AGCAS Code of Practice on Guidance and the Matrix Quality Standard, so users 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 our 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
- Demonstrate professional behaviour when using our services e.g. inform us in good time if you are unable to attend booked interviews, workshops or events NB: the service will monitor users who book and do not attend events and/or guidance appointments.
- 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

## Services we offer

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

### MyFuture

CES use the [MyFuture](#) career management system to provide access for students and graduates to jobs, events, announcements, employer information, and an Achievement Logger for Personal Development Planning.

### Access to Guidance

Individual career guidance consultations\* is provided by booked appointment via the [MyFuture](#) system or through [e-guidance](#).

\* *Dedicated services are available for students of Biological Sciences, Computer Science, Postgraduate Research students. Guidance appointments for these students are also bookable via [MyFuture](#)*

## Careers Education Programmes

CES and school specific careers and employability 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

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

- Part-time, placement and graduate vacancy information
- [Prospects Career Planner](#) and [Gradireland Careers Report](#)

- Careers advice relating to making applications and interviews
- Other relevant careers information

We also use social media ([Facebook](#), [Twitter](#)) 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 in [MyFuture](#).

### **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

### **On campus Jobs**

[Oncampus Jobs](#) provides an opportunity for QUB 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 utilise evaluation forms and surveys to capture feedback. 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 the first floor Reception.

## How to Contact Us

Email guidance - [e-guidance](#)

If you are an employer – [Recruit Our Students](#)

Queries about Degree Plus - [Degreeplus@qub.ac.uk](mailto:Degreeplus@qub.ac.uk)

Queries about Programmes - [Programmes@qub.ac.uk](mailto:Programmes@qub.ac.uk)

Queries about Erasmus, International Exchange and mobility - [Erasmus@qub.ac.uk](mailto:Erasmus@qub.ac.uk)

Queries about MyFuture - [Myfuture@qub.ac.uk](mailto:Myfuture@qub.ac.uk)

Queries about Alumni Career Mentoring - [alumnicareermentoring@qub.ac.uk](mailto:alumnicareermentoring@qub.ac.uk)

Other Careers related queries - [Careers@qub.ac.uk](mailto:Careers@qub.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 a Consultant make direct contact with the referral unit on behalf of the student.

August 2015