University of Kent Careers and Employability Service Code of Practice

Careers Education, Information, Advice and Guidance

General Principles
The principal purpose of the Careers and Employability Service (CES) is to provide career-related education, information, advice and guidance (CEIAG) services to students at, and recent graduates of, the University of Kent - at Canterbury, Medway and the Partner Colleges. The CES works in cooperation with internal and external stakeholders to deliver these services in a professional and effective manner.

Specific Principles

Entitlement to Service
CES resources are open to all current students of the University of Kent and the Partner Colleges. Graduates shall be entitled to use the CES, in person or by phone/email, for up to three years after their graduation (longer at the discretion of CES staff). Graduates of other UK universities (with the exception of graduates of the other universities based in Canterbury and Medway, who are expected to use their own institutions) shall normally be allowed to use the advice and information resources of the CES for up to three years after graduation, in person only.

Commitment to Quality
CEIAG provision is subject to the University’s quality assurance procedures and is considered in QAA Institutional Audits.

As a condition of membership of the Association of Graduate Careers Advisory Services (AGCAS) the CES at the University of Kent adheres to the AGCAS Code of Practice (http://www.agcas.org.uk/pages/quality).

The CES complies with relevant professional standards, in particular:

- the AGCAS Code of Practice on Guidance
- the Code of Practice on “Best Practice in Graduate Recruitment” agreed by the National Union of Students, AGCAS and the Association of Graduate Recruiters

(both the above are set out at http://www.agcas.org.uk/assets/download?file=5029&parent=1876)

The work of the CES also complies with statutory requirements and relevant UK legislation.

**Expertise**
Information, advice and guidance at all levels of provision is staffed and delivered by qualified, competent and committed practitioners.

All staff are expected to attend relevant courses, both internal and external, in order to maintain and/or enhance their skills, knowledge and expertise both generally and to assist them in supporting particular subject or client groups.

**Impartiality**
We aim to provide all our clients with a service which is free from unlawful and unfair discrimination and welcomes diversity.

The University’s Equality, Diversity and Inclusivity policy underpins all aspects of our provision of services to undergraduates and graduates. This seeks to ensure that people are not privileged or subject to less favourable treatment on the grounds of gender, sexual orientation, race, ethnic or national origin, disability, political or religious beliefs or any other irrelevant distinction.

[www.kent.ac.uk/hr-equalityanddiversity/staff-policies.html](http://www.kent.ac.uk/hr-equalityanddiversity/staff-policies.html)

In support of the above, the following special interest groups have dedicated sections on the CES website to enable them to benefit from information and resources relevant to their needs:

- International students;
- Students with disabilities;
- Ethnic minority students;
- LGBT students;
- Mature students;
- Women.

The CES supports all Academic Schools and Faculties equally insofar as its resources permit in the provision of careers education and employability-related activities.

The CES shall advertise vacancies from, and facilitate visits by, all legally-recognised employers who request it.

**Confidentiality**

**How we use your data**
The Careers and Employability Service (CES) will write a summary of our interactions with you. This can include information such as your career ideas, plans for your next steps and any feedback given on CVs/applications/mock interviews etc. Sometimes the CES may also note any relevant sensitive personal data you have disclosed to us e.g. relating to physical or mental health, medical conditions,
disabilities, specific learning difficulties or criminal records. In this instance students are asked to sign to give their permission for this.

This information is accessible to staff within the CES and recording it in writing allows advisers to prepare for any subsequent interactions with you so that you can receive tailored information, advice and guidance.

There are some instances where this information may be made available to staff in professional services and academic schools at the University of Kent, where pertinent to their roles (unless you request otherwise). If you are looking for a work placement as part of your course then the notes we hold will be transferred to the Placement Management System providing academic school placement staff with details of the support you have accessed and details of any relevant sensitive personal data you have disclosed. An example of this is where a student has disclosed dyslexia and needs extra time in psychometric tests. It is beneficial for the academic school placement staff to know this so that they are aware of your support needs. We also send details of your workshop attendance to Kent Innovation and Enterprise so that your Employability Points can be logged.

Client records are kept to enable consistent and appropriate guidance to be offered to clients by the adviser who is engaging with them, whether in the CES, another professional service or an academic school at the University of Kent. Your information will not be shared with employers or other external organisations.

The CES shall ensure that all personal data gathered from clients is handled in accordance with the Data Protection Act 1998 as required by the University [www.kent.ac.uk/infocompliance](http://www.kent.ac.uk/infocompliance)

Private facilities are available for all guidance interviews. Quick-query interviews are normally carried out in an open setting, but private interview rooms are available to all clients requiring a higher degree of confidentiality upon request.

**Accessibility**

The CES attempts to ensure that all its resources and facilities are accessible by students with disabilities, wherever possible anticipating the needs of these users so that they are able to access these resources without the need for any individual request. Should a special request nonetheless be necessary the CES will ensure that this is carried out as soon as is reasonably possible.

Careers advice and guidance is available by phone or email to recent graduates and part-time students and other students unable to visit the CES during normal office hours.

**Effective Communication**

The CES shall ensure that students are fully informed about its activities, services and events throughout their time of study at the University through printed guides, email, newsletters, bulletins, posters and liaison with Schools, Kent Union, GK Unions and other sections of the University.
The CES website provides pages of information and resources for University students, alumni, staff and for employers.

Cooperation
The CES works in partnership with Academic Schools, Professional Services, Kent Union and GK Unions by referring students to the most appropriate source of guidance, support and information.

The CES and individual Careers and Employability Advisers also cooperate with:

- Other HE careers services through membership of the Association of Graduate Careers Advisory Services and its specialist and regional groups;
- Employers providing graduate and undergraduate opportunities;
- University of Kent alumni;
- Other professional bodies and networks.

Transparency
Details of CES Services are available on the website, together with the names and contact details of all members of staff and an outline of their areas of responsibility. See: https://www.kent.ac.uk/ces/contact/staff.html

Information on the destinations of graduates is available to all departments for quality compliance purposes (both internal and external) and shall be placed on the CES website in an anonymised form.

The CES shall present an Annual Report to the Student Experience Board, and then to Senate and Council.

Monitoring, feedback, evaluation and improvement
Services offered to students and other clients are monitored on a regular basis, in particular through email and through the provision of a feedback page on the CES website https://www.kent.ac.uk/ces/contact/feedback.html

The bi-annual surveys of Destinations of Leavers of Higher Education (DLHE), carried out by the CES, provide data to HESA and are used to provide Schools and central departments, as well as careers and employability advisers, with specific detail of the activities of Kent graduates six months after leaving the University.

The service level agreement process between the CES and all Academic Schools, using an annual audit process and KPIs to benchmark provision, results in a focus upon areas for development after monitoring has taken place.
Complaints Procedure
Any complaints about the services offered by the CES, or the delivery of these services, should, if appropriate, be raised with the member of staff responsible, in person, by phone or in writing/via email.

If the complainant feels unable to approach the member of staff directly, or is dissatisfied with their response, they should address their complaint to the Head of the Careers and Employability Service.

If a reply is not received within ten days, or does not resolve the issue to the user’s satisfaction, then the complainant may raise the matter with the Director of Student Services.

This complaints procedure is displayed in the CES building and on the website.