

## **BU Careers and Employability Statement of Service**

### **Mission**

Our Mission is to support BU students and graduates to develop and realise their employability, careers and educational aspirations in preparation for an ever-changing workplace.

### **Eligibility**

Our services are open to:

- Current BU students;
- BU Graduates for up to 3 years after their course finishes;
- Employers and recruiting organisations;
- BU staff.

### **BU students and graduates can expect the following from the BU Careers and Employability (C&E) Service:**

- That we will adhere to the [AGCAS Code of Ethics](#) which defines the professional attitudes and behaviours expected of its members. We also work to BU policies on equality and diversity and the Matrix Quality Assurance standards.
- The offer of an impartial and confidential career guidance service – acting in accordance with laws that govern the sharing of data, including personal information.
- Access to professionally qualified Careers Advisers and / or staff working towards national professionally recognised standards offering high quality, effective advice and guidance services to students and graduates.
- That we will maintain and develop links and collaborative work with a range of local, regional, national and global organisations providing appropriate opportunities for BU students and graduates.
- That we will enable students and graduates to identify, develop and record skills, abilities, interests and values.
- A response to email enquires sent to [careers@bournemouth.ac.uk](mailto:careers@bournemouth.ac.uk) or the MyCareerHub 'Ask a question' option within five working days of receipt.
- A range of services for students and graduates including:
  - An effective, up-to-date and high quality information service on all aspects of career planning through an online and interactive MyCareerHub system, Newsletter, social media platforms and print resources.
  - Access to face to face, telephone or Skype advice and guidance with a Careers Adviser via drop-in, 20 minute quick query or 40 minute long sessions (appointments bookable via the MyCareerHub system).
  - A programme of 'Work-It!' workshops open to all students and graduates throughout the academic year on the Talbot and Lansdowne campuses (including CV lab, Getting a Part-Time Job, LinkedIn Lab, Acing interviews).

- Access to the Global Talent Award (GTP) programme, an award-winning extracurricular skills programme recognising students' achievements via the completion of digital badges devised by employers and academics (current BU students only).
- Access to a vacancy database on MyCareerHub averaging 6000 newly posted opportunities each year, including graduate roles, part-time work, placements and vacation jobs.
- Opportunities to attend a range of C&E employer led events including four showcase careers fairs – **(October** - The Annual Careers Fair for graduate roles and placements during Your Careers Week and the Part-Time Jobs Fair.  
**November** – The Health and Social Sciences Fair for opportunities in nursing, midwifery, social work, physiotherapy and many other related professional disciplines. **March** – Spring Recruitment Fair – corporations and local Small medium Enterprises recruiting graduates or placement students).
- Curricular or co-curricular careers workshops, lectures and other events delivered by Careers Advisers in collaboration with BU academic staff across all faculties.

**BU Careers and Employability Service expects the following of students and graduates:**

- To keep to appointments and arrive on time for advice and guidance and bookable events or workshops and, where possible, to provide at least 24 hours' notice if cancelling an appointment or event. During busy periods, it is vital that appointments which won't be attended are made available to another student on MyCareerHub via a cancellation. When working with external stakeholders for events it is critical that they gain a good impression of BU students and graduates as this can determine whether or not they commit further time to assisting BU students in the future or in some cases whether they recruit a BU student to a graduate role if they are an employer, so we do ask that students think carefully before committing to an event which might be difficult for them to attend.
- To undertake any preparatory work as required or directed before attending an appointment, workshop or event in order to maximise the learning gain from the experience.
- To behave courteously and considerately towards members of the C&E team.
- To submit any work required for GTP accreditation by the deadline specified.
- To let the C&E team know your views to help with continual service improvement and development, e.g. via our survey available in the Careers Centre, at the end of a workshop or after a one to one appointment with an adviser.

**Employers and external stakeholders can expect the following from the BU Careers and Employability (C&E) Service:**

- Staff willing to discuss your recruitment needs or wish to engage with the academic or student community and suggest ways in which we can assist.
- A consistent and fair pricing policy for key events.
- Clear [terms and conditions and guidance](#) for exhibiting and attending events on campus.
- Referral and introductions to other BU staff and departments where appropriate.
- A response to email enquires sent to [recruit@bournemouth.ac.uk](mailto:recruit@bournemouth.ac.uk) within five working days of receipt.

**BU Careers and Employability Service expects the following of employers and external stakeholders:**

- To treat students and graduates equally and fairly in line with [UK government legislation and guidance](#) and the BU [terms and conditions and guidance](#)
- To provide written notice if an event booking needs to be cancelled. If the booking requires a charge, cancellations within 4 weeks of the event will be charged at full price.

**BU academic departments can expect the following from the BU Careers and Employability (C&E) Service:**

- An offer to collaborate or contribute to curricular or co-curricular delivery, including employability or professional practice themed units. This could include lectures, workshops and events (e.g. business challenge, Alumni talks etc.).
- To gain access to introductions to new external stakeholders wishing to connect and collaborate with academic colleagues.
- Access to the MyCareerHub system and newsletter.
- Guidance for individual students referred to the service by staff.
- Bespoke content for Brightspace VLE areas by negotiation.

**BU Careers and Employability Service asks BU academic departments to:**

- Assist in promoting MyCareerHub content, C&E events and other services to students, e.g. via emails, Brightspace content, time during inductions etc.
- Provide time during the teaching timetable, where possible, for agreed lectures or events.
- Keep the C&E team up to date with programme and departmental developments and to seek collaboration in line with any BU2025 actions or similar key BU drivers.

## **Feedback**

We seek and welcome continuous feedback about our service. This is so that we may identify the impact we are making and any improvements that can be made. Feedback is sought through a variety of mechanisms including, but not exclusive to MyCareerHub, course framework meetings, feedback emails, evaluation forms.

## **Complaints and Compliments Procedure**

Complaints will be dealt with in adherence to the [BU Complaints policy](#). In the first instance complaints or compliments can be made in writing (hard copy or e-mail) to the Head of Careers & Employability, David Wakeford, DL103, Talbot Campus Library, Bournemouth University, Talbot Campus, Fern Barrow, Poole, BH12 5BB.

Email: [wakefordd@bournemouth.ac.uk](mailto:wakefordd@bournemouth.ac.uk)

Complaints will be responded to within one working week.

Unresolved issues will be referred to the Head of Student Service, Mandi Barron.

Email: [mbarron@bournemouth.ac.uk](mailto:mbarron@bournemouth.ac.uk)