



# Career Zone Statement of Service

## Introduction:

This Statement of Service outlines the type and level of provision you can expect from the Career Zone. It is subject to revision on a regular basis and any comments or suggestions regarding the content are welcome (email: [careers@exeter.ac.uk](mailto:careers@exeter.ac.uk)). Career Zone is a service provided to students and graduates by the University's Student Employability and Academic Success Division (SEAS).

## Our promise to you:

The Career Zone will endeavour to communicate and work in partnership with you to assist you with career planning, identification and creation of relevant opportunities and your successful transition into graduate level work and further study.

## We aim to offer:

- Careers information and resources
- Careers advice and guidance
- Careers education and career management skills
- Enterprise and entrepreneurship education
- Both in-curriculum and extra-curricular activity and skills development
- Work-related learning and professional development
- Work experience preparation, sourcing and provision
- Employment services and employer engagement
- Global opportunities
- Interdisciplinary student-led learning.

## Who can use the Career Zone?

The Career Zone is available to all full time and part time students of the University of Exeter studying on all campuses, online and in a hybrid capacity. Full details in our [Account Eligibility Policy](#).

Taught graduates of the University of Exeter also have access to the Career Zone – for more information please visit: [Services available to Graduates](#).

Services for post graduate or early career researchers are provided by the Doctoral College - for more information, please visit: [Doctoral College Career Development](#).



### **What you can expect from us:**

We are striving for excellence in all that we do and the services provided by the Career Zone will endeavour, at all times, to meet the highest possible standards:

- Staff will be professional and friendly.
- Staff will listen and respond to your requests and concerns.
- Services will be well publicised.
- Guidance will be client centred (i.e. take account of and respond to your needs), impartial, confidential and of high quality.
- Careers Information will be comprehensive and current.
- Services will be provided that, wherever practical, respond to your needs in a timely and professional way.
- We endeavour to respond to enquiries promptly, usually within 2 working days.

### **Equality of opportunity**

The Career Zone is committed to providing equality of opportunity to our students regardless of race, gender, disability, socioeconomic status, age and sexual preference. This commitment is integrated into all our work with, and for, our students and graduates, including providing impartial information and guidance, training and our contacts with employers. We also provide bespoke support for individuals – further detail available at:

<https://www.exeter.ac.uk/careers/equality/>

To ensure the above we:

- Treat all students/graduates fairly and, where appropriate, offer support to those students/graduates who may be disadvantaged in entering the workplace.
- Provide information on non-traditional as well as traditional careers.
- Take a fully inclusive approach to offering opportunities to engage with organisations – enabling the widest choice possible for customers.
- On request, make special arrangements (as far as we are able) for access to guidance and information for students/graduates with physical or learning disabilities.
- Promote equality of opportunity to our employers and contacts.
- Challenge discrimination by employers we work with where this is brought to our notice.
- Make sure that all our staff are aware of equal opportunities issues and procedures.
- Monitor and review our practice.
- Adhere to the [AGCAS \(Association of Graduate Careers Advisory Services\) code of ethics](#) and the [University of Exeter's policy on equal opportunities](#)
- Comply with equality, diversity and inclusion legislation.



What we expect from our users - to enable us to provide the best possible service to all of our users, we expect you to:

- Act professionally: Adhere to standards which would be expected of you in the workplace. Remember:
  - Be punctual
  - Be prepared
  - Be respectful
- Prepare for careers appointments in advance.
- Bring any special needs or factors which may affect how we can help you to the attention of Career Zone staff.
- Read materials and instructions provided for your benefit.
- Keep any bookings (such as events or appointments) and attend at the times arranged. If you are unable to attend, please cancel in advance.
- Notify us if you have any suggestions or comments, positive or negative regarding our provision.
- Work to understand your core values and strengths when searching for opportunities.
- Remember the contract you signed when you became a student, which expects you to conduct yourself according to these General Regulations and to abide by the University's Dignity and Respect Policy

## Codes of Practice

The Career Zone operates within the code of practice agreed by the Career Development Institute (CDI), AGCAS (Association of Graduate Careers Advisory Services) and ISE (Institute of Student Employers).

## Services available to Students

Please see website pages to current services:

- [Appointments](#)
- [Careers Fairs](#)
- [Career Zone](#)
- [Events](#)
- [Internships](#)
- [Job Listings](#)
- [Placements](#)
- [Programmes and Schemes](#)
- [Full Careers A-Z](#)

## How you can help us to improve the Service

The Career Zone is keen to provide the best possible service to users. If you have any comments or suggestions, please contact us. You can do this in person, by telephone, in writing, by email. You also have an opportunity to provide feedback on our activities in the following ways:

- Feedback questionnaires provided for all of our major activities.
- Through a Faculty, subject or Guild representative.
- Informally, by discussing an issue with a member of staff.



### Complaints

If you have reason to complain about the service you have received or member of staff, you should follow the procedure in the University student complaints procedure. This procedure is available on the University web site. <http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/>

If you have reason to complain and are not a current student of the University please contact the Head of Student Employability and Academic Success, by telephone or in writing.

Should you wish to complain about an activity that the Service has arranged but delivered by a third party, we will act as an intermediary if you wish.

It will help us if, for any reason you are dissatisfied with any of our provision, you suggest how our services might be improved.

### Staff

All staff at the Career Zone have the skills and training necessary to carry out their various roles. Employability and Careers Consultants are graduates and have a relevant qualification in Careers Guidance. All staff have access to training provided by the CDI, AGCAS, and the University of Exeter. Staff are in regular contact with employers and professional bodies to ensure our knowledge of the employment market is current. Some staff are members of ad hoc groups with special interests in aspects of our work and many staff have considerable experience of working in a Higher Education Careers Service. Staff are reviewed on an annual basis, during which training needs are identified.

### Systems

The Service uses a number of systems. Systems used comply with relevant legislation and are procured in line with University procurement policy.

Where the Career Zone signposts to third party services these are quality checked before being added to our website or systems and are added in good faith. The University of Exeter Career Zone cannot be held liable for any third party provision that we publish or signpost to.

### Funding for the Service

Funding for the service comes from three sources:

- University budget allocation.
- Externally funded projects.
- Commercial activities, such as Careers Fairs.

Whilst the Service generates an income through working with employers, great care is taken to ensure that the Service maintains its "honest broker" status and that those links do not unduly influence the advice and the activities offered to students.