Careers and Employability Service Mission Statement

The University of Strathclyde Careers and Employability Service is committed to empowering and equipping students and graduates with the knowledge, skills, and resources needed to navigate the ever-evolving global employment landscape. Our mission is to provide comprehensive and personalised career guidance, professional development opportunities, and meaningful connections with industry partners; ensuring the success and fulfilment of our students’ and graduates’ career aspirations.

We strive to foster a supportive and inclusive environment that values diversity, individuality, and innovation. Through our wide range of services, including career guidance, careers education, employer engagement initiatives, and experiential learning opportunities, we aim to enable students and graduates to make informed decisions about their future career paths and transition seamlessly into the professional world.

Our dedicated team of career experts work collaboratively, internally and externally, to stay at the forefront of emerging recruitment and workplace trends, industry demands, and technological advancements. By leveraging these insights, we continually enhance our services and provide tailored, client-centred support that aligns with the evolving needs of the student and graduate job market.

We support the cultivation of a lifelong learning mindset, promoting entrepreneurship, and facilitating the development of transferable skills that empower our students to thrive in a dynamic and competitive global workforce.

#

# **Our Statements of Service**

We provide a Careers and Employability Service on behalf of the University of Strathclyde. The service we deliver to students, graduates, university staff and employers is outlined below.

# **Our service to students and graduates**

We support students and graduates from the University of Strathclyde with Careers, Education, Information, Advice, and Guidance. We offer confidential and impartial advice for every stage of your career planning process. We can help you if you:

* Want to explore your career options.
* Are not sure what to do.
* Need help with applications.
* Need help with your interview techniques.
* Want advice on Postgraduate study.
* Are changing or leaving your course.
* Are ready to plan your next steps.
	1. **Careers-related Enquiries**

Our website provides a wide range of career information. Many enquiries can be dealt with by our Information Team. But if you have not been able to find the answer to your question **you can contact us in the following ways** -

* You can find us at the Careers and Employability Service Reception Desk on Level 4 of the Learning and Teaching Building, Dame Jocelyn Bell-Burnell Wing.
* Email your enquiry to yourcareer@strath.ac.uk
* Call us on 0141 574 5090.
* Submit your enquiry to us by using the Ask a Question facility on [MyCareerHub Strathclyde](https://careerhub.strath.ac.uk/)

To make it easier for us to direct your enquiry email us using the following topics:

* How to explore your options.
* Information on a specific job/employer.
* Information on qualifications.
* Further study.
* Identifying vacancies.
* Making applications.
* Interviews and assessment centres.
* Internships/vacation work.
* Part-time work whilst studying.
* Working abroad.
* Career changes.
* Careers Service facilities and events.

We aim to answer your questions within four working days. Most are answered more quickly than this. A few take longer to deal with and not all questions can be effectively answered by email. We may suggest that you come in and see us or make an online appointment.

NB. You cannot use Ask a Question to make an appointment or have a CV checked.

#### **Careers Appointments**

#### Appointments with Careers and Employability Consultants/Coaches are available all year round to our current students and to graduates for up to five years after graduation.

We offer both in-person appointments at our offices on campus, as well as online appointments via Zoom. If you are unwell at the time of your appointment please see the [Careers Service Infectious Student Policy](https://www.strath.ac.uk/professionalservices/careers/aboutus/infectiousstudentpolicy/)

**How to book**

To make an appointment please complete this [Careers Guidance Appointment Request Form](https://forms.office.com/pages/responsepage.aspx?id=YwceYzMV60elzQRXvuWUTofKGuHHw7NFj2iCZTZ2xLlURTBERkU1WU9SS05UQkdWNFo1VzFUQ1ZOMC4u) to allow us to book the correct type of appointment for you.

Alternatively, come along to our Careers and Employability Reception Desk on level 4 of the Learning & Teaching Building (Dame Jocelyn Bell-Burnell Wing).

Or contact our information team by email at yourcareer@strath.ac.uk or telephone 0141 574 5090.

You will receive an email from yourcareer@strath.ac.uk confirming your appointment.

**NB**. When booking any appointment please let us know if your student record may include personal details that are inaccurate. For example, the name that you are currently known as and your preferred gender pronoun.

**Getting the right appointment for you**

To help book the most appropriate appointment for you, our reception staff will ask a number of questions. These can include, "Can you tell me what you wish to discuss with the consultant?". Try to be as specific as possible. Please understand that they are asking these questions to help you - they are not being nosey!

Appointments must be booked in advance. We'll give you the earliest available appointment possible.

We make every effort to provide an appointment within three weeks. But this will not always be possible at busy times of the year so please plan ahead.

**What if I make an appointment and then find out I am unable to attend?**

If you cannot keep your appointment, please tell us as soon as you can so that someone else can use that appointment time.

You'll receive an email reminder from yourcareer@strath.ac.uk three days before your guidance appointment. You'll also receive a reminder on the morning of your appointment. Details of how to cancel your appointment are in the reminder emails.

**On the day of your guidance appointment**

If you have an in-person appointment, it's important that you arrive at the Careers and Employability Service on time.

If your appointment is via Zoom please log in on time for your appointment. We will send you the zoom link in advance.

If you are **more than 10 minutes late**, you will not be seen by the Careers and Employability Consultant.

If your appointment begins late, please note that it cannot extend past the allotted finish time.

* 1. **Practice interviews**

To request a practice interview please complete this [Careers Guidance Appointment Request Form](https://forms.office.com/pages/responsepage.aspx?id=YwceYzMV60elzQRXvuWUTofKGuHHw7NFj2iCZTZ2xLlURTBERkU1WU9SS05UQkdWNFo1VzFUQ1ZOMC4u) to allow us to book the correct type of appointment for you. Alternatively, come along to the Careers Reception Desk on level 4 of the Learning & Teaching Building (Dame Jocelyn Bell-Burnell Wing) or call us on 0141 574 5090.

We offer both in-person practice interviews at our offices on campus, as well as online appointments via Zoom. If you are unwell at the time of your appointment please see the [Careers Service Infectious Student Policy](https://www.strath.ac.uk/professionalservices/careers/aboutus/infectiousstudentpolicy/)

What do we ask you to do before a practice interview.

* You'll be asked to email us details of the post you are being interviewed for, together with a copy of your application documents (eg. application form, cover letter or CV.)
* We need this at least three days before your appointment. This allows the Careers and Employability Consultant to prepare relevant questions.
* Please note that at busy times of the year, it may not be possible to schedule a practice interview at short notice.
* We also have many [interview resources](https://www.strath.ac.uk/professionalservices/careers/students/makingapplications/interviews/) available to help you prepare, including an interview simulator.

Careers Toolkit - Interview Simulator

The [Careers Toolkit](https://www.abintegro.com/welcome/Strathclyde-University) includes an interview simulator that you can use to practice answering typical interview questions.  Access the toolkit via your DS login. You can then practice your answers in the privacy of your own room.

* 1. **CV/Application/cover letter Checking Service**

CV/application checking sessions take place several times per week.

We offer both in-person appointments at our offices on campus, as well as online appointments via Zoom. If you are unwell on the day of an in person appointment please see the [Careers Service Infectious Student Policy](https://www.strath.ac.uk/professionalservices/careers/aboutus/infectiousstudentpolicy/).

When you book your appointment via MyCareer you will see whether available appointments are in-person or via Zoom.

You will receive an email from yourcareer@strath.ac.uk to confirm your appointment, as well as reminder emails prior to your appointment. If you cannot keep your appointment, please tell us as soon as possible, so that someone else can use that appointment time

The document you want checked must be submitted to us by email prior to your appointment.

Undergraduate and postgraduate taught students

Please ensure you understand the basics of preparing a CV/application/cover letter before asking us for feedback. Appointments are only 20 minutes long and this will allow us to concentrate on the content in our time together.

Before booking an appointment follow our advice to get off to a good start: [Have your CV, application or cover letter checked](https://www.strath.ac.uk/professionalservices/careers/students/makingapplications/cvsandcoverletters/).

Before booking an appointment follow our advice to get off to a good start: [Have your CV, application or cover letter checked](https://www.strath.ac.uk/professionalservices/careers/students/makingapplications/cvsandcoverletters/).

Postgraduate research students

Post Graduate Research students require a longer appointment and should contact information team by emailing yourcareer@strath.ac.uk to arrange a CV/application check appointment with a Careers Consultant.

Great resources are available through the [Making Applications](https://www.strath.ac.uk/professionalservices/careers/students/makingapplications/) section of our website.

For a list of additional services please visit our website [Services | University of Strathclyde](https://www.strath.ac.uk/professionalservices/careers/aboutus/services/)

* 1. **Careers events**

We offer a variety of online and in person events throughout the year including briefing sessions on common careers enquiries, sessions covering “Careers In” various popular graduate areas, workshops on a variety of career management topics, information sessions on postgraduate study, workshop sessions for PhD and early career researchers, employer presentations, careers fairs and many more. All sessions have clearly stated objectives.

Event information and sign-up instructions are available via our website [Careers Service | University of Strathclyde](https://www.strath.ac.uk/professionalservices/careers/). Please ensure you follow the instructions and if you can’t make it, let us know so we can allocate your place to someone else.

* 1. **Online careers information and communications**

Our information team will direct you to appropriate resources. We will keep all web-based resources up to date and check regularly that our suppliers do the same. If you find anything inaccurate or inaccessible, please contact us at yourcareer@strath.ac.uk

For the latest information on our services and any events please follow us on [twitter](https://twitter.com/strathcareers), [Instagram,](https://www.instagram.com/strathclydecareers) [YouTube](https://www.youtube.com/channel/UC8fHVOm6y8mdDtVxuzhDvlg) and [LinkedIn](https://www.linkedin.com/company/university-of-strathclyde-careers-service/)

* 1. **Services to Graduates/Alumni**

We offer a service to graduates or alumni of the University of Strathclyde for up to five years after graduation (please bear in mind that our core expertise is with immediate graduate labour markets and further study options).

# **Students and graduates - Our commitment to you**

**We will:**

* Provide appropriate information, advice or guidance, or if necessary, refer you to an alternative agency.
* Work with you where possible on your course to support your career decision-making, opportunity awareness and applications beyond University.
* Give you access to a careers appointment online or face-to-face within three weeks. If we fail to meet this target please contact our Head of Service katrina.forbes@strath.ac.uk .
* Respond to email enquiries within four working days.
* Offer up-to-date advice based on specialist sector knowledge.
* Be professional, confidential and impartial when handling of your enquiry.
* Keep your personal details in accordance with the University’s Data Protection Policy.
* Abide by our professional body, [AGCAS Code of Ethics](https://www.agcas.org.uk/AGCAS-Member-Code-of-Ethics) and the [University policies on equality and diversity](https://www.strath.ac.uk/staff/policies/eqdiv/).

# **What we expect from you**

* That you are a current student who has started on your course, or a graduate who has graduated within the last five years from a senate-awarded course at the University of Strathclyde.
* Awareness that the process of choosing, changing or developing your career can take time – results are not always immediate.
* That in preparation for your appointment you undertake, if possible, to use our careers information resources in order to research your enquiry.
* A personal commitment to work towards the goals that are defined.
* If you have booked an appointment or an event, that you cancel or notify us as soon as possible if you are unable to attend the activity through whichever system you used to book.
* In order that we can answer your careers enquiry fully, you provide us with relevant information in good time (such as the job description and CV/application form three days prior to a practice interview).
* Take part in the national Graduate Outcomes Survey after you graduate and provide the University with accurate information.
* That you treat our staff with dignity and respect and abide by the [Unacceptable Behaviour Policy.](https://www.strath.ac.uk/media/1newwebsite/documents/complaintsprocedure/Unacceptable_Behaviour_Policy.pdf)

# **Suggestions**

As a student or graduate your suggestions for service improvement are always welcome. Please send them to our e-mail inbox yourcareer@strath.ac.uk or mention them to staff.

# **Complaints**

If you ever have cause for complaint, please tell any member of staff in the first instance, who will try to help you; or please speak or write to yourcareer@strath.ac.uk. You will receive an acknowledgement within two working days of receiving your complaint and a reply within five working days.

If you remain unsatisfied with the action taken or explanation given, please refer to the [University Complaints Procedure](https://www.strath.ac.uk/professionalservices/staff/policies/academic/) - or to the [Scottish Public Services Ombudsman](http://www.spso.org.uk/).

# **Students & graduates of other universities**

We are sorry we can't offer you access to our resources or services. However:

Your own university will have its own Careers Service and you will be able to get help there. For a [list of Careers Services in Scotland](https://www.agcas.org.uk/Communities/Member-Directory)

You can attend the [Scottish Graduate Fair](https://www.strath.ac.uk/professionalservices/careers/events/scottishgraduatefair/) to meet employers. The fair is supported by all higher education careers services, is held in Autumn and is open to students of all universities. The fair is the biggest graduate recruitment event in Scotland.

You will also be able to get excellent information and advice on making your career choice, occupational and postgraduate study information and job searching on [Prospects](http://www.prospects.ac.uk/), the official national careers website

You may also be able to use the National Careers Service in Scotland, [Scotland's national skills agency | Skills Development Scotland.](https://www.skillsdevelopmentscotland.co.uk/) In England and Wales [Careers advice | National Careers Service.](https://nationalcareers.service.gov.uk/careers-advice) In Northern Ireland [Careers | nidirect](https://www.nidirect.gov.uk/campaigns/careers)

#### **Other sources of help for graduates**

Get excellent information and advice on making your career choice, occupational and postgraduate study information and job searching at [Prospects](http://www.prospects.ac.uk/) and [Target Jobs](https://targetjobs.co.uk/).

# **Our services for university staff [[1]](#endnote-2)**

The Careers and Employability Service aims to give University colleagues the highest possible standard of service within our resources.

**We do this by**

* Supporting your students and graduates with their career and employability development though our website, interactive resources via the careers toolkit, advice and guidance appointments, careers seminar/workshops and careers education.
* Providing advice to you on careers and employability that is based on up to date knowledge and our professional expertise.
* Working with employers relevant to your subject area and facilitating introductions.
* Supporting your students to gain work experience by working with you and employers/external organisations, promoting Strathclyde as a place to recruit, and advertising high quality opportunities on our vacancy system.
* Working with you to develop careers and employability related content for the curriculum.
* Providing insights into students’ employability though the career readiness survey.
* Providing you with named contacts via our website who you can approach for advice and information.
* Working with you on careers and employability projects where resources allow.

**We cannot**

Offer individual careers advice to staff unless they fall within our remit as outlined in the section on current students and graduates. See below links to the University HR website for staff resources that may help you -

[Learning and Development | University of Strathclyde](https://www.strath.ac.uk/professionalservices/hr/learninganddevelopment/)

[Advance at Strathclyde | University of Strathclyde](https://www.strath.ac.uk/professionalservices/hr/advanceatstrathclyde/)

#### **Respecting your rights**

The Careers and Employability Service respects your rights under Data Protection legislation, the Equality Act and the Freedom of Information Act. For information on the relevant University policy see the relevant sections [here](https://www.strath.ac.uk/whystrathclyde/universitygovernance/accesstoinformation/).

#### **Suggestions**

Your suggestions for service improvement are always welcome. Send them to our e-mail box yourcareer@strath.ac.uk or mention them to staff.

#### **Complaints**

If you ever have cause for complaint about us, please write to yourcareer@strath.ac.uk. You will receive an acknowledgement within two working days of receiving your complaint and a reply within five working days. If you are dissatisfied with this reply or if you want to raise a more serious complaint the University Complaints procedure is here [Complaints procedure | University of Strathclyde](https://www.strath.ac.uk/contactus/complaintsprocedure/) and the Student Experience Directorate mailbox for complaints is - complaints-admin@strath.ac.uk

# **Our services for employers**

At the University of Strathclyde, we are delighted to partner with a diverse range of employers, from large corporates to SMEs and micro companies. The role of the Employer Engagement Team is to help employers increase their profile, connect with our students and the wider university and to promote their opportunities to our talented pool of students and graduates.

We are committed to delivering the highest possible standard of service, ensuring that the employer experience with us is:

* Appropriate and based on our specialist knowledge and experience.
* Courteous
* Efficient
* Confidential

We offer a range of services outlined on our website. Our experienced employer engagement staff also provide free consultancy to help our employers enhance their campus profile and connect with students and academics in specific disciplines, either virtually or in person.

Our service includes:

**Vacancy Portal -** Vacancies are advertised free on our website. We aim to process vacancies within 3 working days and within a timescale appropriate to the employer’s closing date.

**Careers Fairs -** The Employer Engagement Team organises our key events in first semester. These include the Scottish Graduate Fair, Law Fair, Pharmacy Fair and Technology Fair. We also manage several ad hoc employer sessions throughout the academic year.

**Presentations and workshops** – These are advertised to students in all relevant departments via our events calendar, our faculty careers consultants and social media. We will manage the registration and sign up, and inform employers in advance how many students are likely to attend. If a presentation is on campus, a member of staff will be available to assist the employer on the day. Similarly, if the session is virtual, a colleague will be available to assist with the technology and to facilitate the online discussion with the students and graduates. The Careers Service does not generally charge for virtual sessions, however there is a charge for on campus events.

**Recruitment visits / Pop up Stands –** These employer opportunities are available in the first half of both semesters.A member of staff will meet the employer on arrival and inform them of all arrangements for their visit. Every effort is made to ensure any further needs are met as they arise throughout the day. There is a small charge for bringing a pop-up stand on campus.

**Regular Employer Meetings -** The Employer Engagement Team meets regularly with our key employers. This keeps us fully appraised of any changes in their recruitment processes, changes in their teams and also provides important feedback on graduate employment and the numbers of Strathclyde students being employed by their organisation. Similarly, if there are areas in the recruitment process where our students are performing less well, we can pass this on to the careers consultants to address with the students.

**SME Network -** The Employer Engagement Team has built up an extensive network of SMEs whom we work with closely and meet regularly. We offer part funding for SMEs through our Exploring Entrepreneurship Internship Programmes. We can also signpost them to the wider university and inform them about other opportunities and initiatives which could be beneficial to their organisation and ultimately our students ie KTPs, curriculum involvement, guest lectures etc.

**Respecting your rights**

The Careers Service respects your rights under Data Protection legislation, the Equality Act and the Freedom of Information Act.

#### **Suggestions**

Your suggestions for service improvement are always welcome. Please note them on your evaluation form, mention them to a member of staff or send them to our e-mail box yourcareer@strath.ac.uk.

#### **Complaints**

If you ever have cause for complaint, please email employers@strath.ac.uk. You will receive an acknowledgement within two working days of receiving your complaint and a reply within five working days.

If you remain unsatisfied, you may contact [The Association of Graduate Recruiters](http://www.agr.org.uk/) or the [Scottish Public Services Ombudsman](http://www.spso.org.uk/).

1. Updated September 2023 [↑](#endnote-ref-2)