

Careers Service Statement of Service

About Us

The Cardiff Metropolitan University Careers Service adheres to the [AGCAS Code of Practice on Guidance](#), which defines the professional principles for careers services in higher education.

In line with the various codes of practice under which we operate, all members of staff are trained appropriately for their job and undertake regular further training to update their professional knowledge and skills.

Our purpose is to provide a high quality career education, information, advice and guidance service to enable students and graduates of Cardiff Metropolitan University to develop their capacities to identify, prepare for and pursue immediate and longer-term career and educational goals.

Services to students and graduates

Cardiff Met students and graduates can expect the Careers Service to provide:

- access to individual careers appointments (20 - 30 minutes) with professional, competent and experienced staff booked via an online booking system
- access to daily Drop-in sessions with professional, competent and experienced staff
- advice by phone, email or virtual meeting platforms where appropriate
- an impartial service free from any commercial or other outside influences
- confidentiality in all dealings as per our [Confidentiality Statement](#)
- a comprehensive and relevant website inclusive of social media, which provides relevant and up-to-date information and links effectively
- a programme of employability skills development sessions, careers workshops and webinars
- access to employers via presentations, careers fairs, industry forums, skills events, and through vacancy, placement and internship opportunities
- a comprehensive and regularly updated database of jobs, internships and work experience opportunities
- a response to a query within five working days of initial contact with the Careers Service
- suitable notification should we delay or cancel any careers appointment or any talk, presentation or other event. The reason for any cancellation will be explained to you
- a feedback mechanism and complaints procedure
- a professional and ethical service, which operates within a set of national professional standards including the Codes of Practice of the Association of Graduate Careers Advisory Services (AGCAS) and the [Quality Assurance Agency's Quality Code](#)
- a commitment to equality of opportunity regardless of age, disability, ethnic origin, gender, nationality, religion, sexual orientation or any other factor. The University's [Equal Opportunities policy](#) underpins all aspects of our services

The Careers Service expects Cardiff Met students and graduates to;

- attend appointments, workshops, webinars or any other booked career event, otherwise providing adequate notice of cancellation where situations prevent attendance

- complete any forms or do any reasonable preparation requested before attending appointments, workshops, webinars or any other booked career event
- conduct themselves in a reasonable, responsible and professional manner in their dealings with providers of further and professional study, employers and other external clients
- treat Careers Service staff with respect and consideration and use the Careers Service areas in a responsible manner, so as not to disturb other users

Services to employers

Employers can expect the Careers Service to provide:

- a vacancy advertising service allowing graduate jobs, internships, industry placements and volunteering opportunities to be posted on an internal platform
- the promotion of vacancies to students by encouraging use of the internal platform as well as attendance at employer events
- the opportunity to engage with students through careers fairs, forum events, presentations and employer stands
- the organisation, marketing and administration of employer events within the University
- assistance with holding selection interviews at the University, by arranging rooms and advertising the event to students
- referral and signposting to other University staff and departments where required

The Careers Services expects employers to:

- provide vacancy opportunities that abide by the terms and conditions specified on our [website](#)
- provide adequate notice of any changes to, or cancellation of, Campus visits
- provide feedback on our services

Services to university staff

University staff can expect the Careers Service to provide:

- an impartial service, offering equal treatment to all Academic Schools for the provision of careers advice and employability activities and events
- the collection and provision of statistics on the destinations of Cardiff Metropolitan University students
- termly engagement reports, summarising School specific interactions with the Careers Service
- support for incorporating careers and employability education into programmes of study
- the organisation of School specific employer talks and events
- employability workshops and skills development sessions for students

The Careers Service expects university staff to:

- support the aims and activities of the Careers Service
- promote employability activities and events within Academic Schools and encourage students to interact with the Careers Service
- provide slots in the teaching timetable for agreed talks and events
- familiarise themselves with the range of resources that the Careers Service can offer staff and students through our [web pages](#)

- keep the service up to date with changes to course delivery and new programmes of study

Feedback and complaints

The Careers Service welcomes any constructive feedback on its services or individuals. Students, employers and other clients can provide feedback by emailing careersservice@cardiffmet.ac.uk

The Careers Service also operates its own complaints process. Should you wish to make a complaint against the Service or any of its staff, please email the appropriate line manager below;

Becky James	rjames2@cardiffmet.ac.uk	Head of Employer Engagement
Jon Forbes	jforbes@cardiffmet.ac.uk	Careers Consultancy Team Manager
Matt Bedwell	mbedwell@cardiffmet.ac.uk	Operations, Data and Projects Manager
Sophie Lloyd	slloyd@cardiffmet.ac.uk	GO Wales Project Co-Ordinator

Complainants can expect an initial response within seven working days.