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# Careers and Employability Service - Student Success Statement of Service – Students and Graduates (2024-2025)

## Introduction

This document outlines what is available within Birmingham Newman University Careers and Employability Service for students and graduates. We welcome comments and feedback on our Statement of Service.

## Vision

Our vision is for our students and graduates to realise and fulfill their ambitions and career goals in their lives.

## Mission

We will empower our students to become well-informed, experienced, ambitious and articulate individuals, so they can manage their career throughout their life course and can compete successfully in the graduate labour market.

## Purpose

We will provide a unique, personalised careers and employability experience through a centralised service, providing high quality information, advice and guidance, in partnership with academics. We will raise aspirations and help students and graduates to make informed choices and reach their personal career goals.

## Service Aims

To provide a professional, impartial and high-quality Careers Education, Information, Advice and Guidance service.

## Careers and Employability Service Outcomes

Through relevant professional advice and guidance, the expected outcomes for students and graduates are that they will:

1. Know options available to them.
2. Know where to find out about other sources of help.
3. Develop transferable, professional and specialist skills which meet the needs of the labour market.
4. Have quality work-based, work-related, and extracurricular opportunities where possible.
5. Have the ability to make decisions and implement personal and realistic career choices that have been well informed.
6. Know how to present themselves successfully to employers and course providers.
7. Progress into employment and/or further study in their desired area.

## What We Offer to Students and Graduates

### Pre-entry Students

The careers team are available at open days and applicant visit days. Pre-entry students can contact the Careers and Employability Service directly and a member of the team will answer any brief enquiries via email or telephone.

### Current Students

Birmingham Newman Universities Careers and Employability Service is based in the Study Lounge, in the Barberi building. We offer a free service to all our current students, full-time and part-time undergraduate and postgraduate students, and international students where applicable. If a student suspends their course, access to the service is the same as under the university regulations. If a student leaves their course at any point before completion, they are entitled to an exit interview and will be sign-posted to external support.

We offer a flexible service providing a range of appointments, workshops, and activities during the core hours of 10 until 4, but also offer some designated early morning, evening, and Saturday access. Staff members are happy to answer any questions via email: [careers@newman.ac.uk](mailto:careers@newman.ac.uk) or in person in the Study Lounge.

### My Career

[My Career](https://mycareer.newman.ac.uk/) is your personal online careers portal and is the first place to go to access the service.

My Career enables you to have a designated careers area to manage your careers development whilst at university and for 3 years after graduation.

You can:

* Book guidance appointments, progression coaching, workshops and events.
* Access our jobs board for part-time work, workplace experiences, voluntary positions and graduate jobs.
* Complete awards and access information and resources 24/7 through the Pathways tab, Shortlist.Me tab and Careers Discovery feed.

If you are a first-time user, you will need to set your personal profile before using the system. If you have used it before but wish to change or alter your details, you can go through the same process. Please spend some time filling this out as it will really make a difference to your experience and the information you receive.

We provide a range of services to students including:

* Careers Weekly Update direct into your Birmingham Newman University email account, outlining news, information and opportunities.
* One-to-one Careers Guidance and Job and Placement Shop appointments to support your career planning, job search, work experience, postgraduate study search, recruitment and application and interview support.
* Progression Coaching to support final year students and recent graduates into their first graduate level job and/or postgraduate study.
* Careers Education Provision through the curriculum including contribution to work-related learning modules and subject specific sessions.
* Workshops held throughout the year on a variety of careers related topics and available 24/7 on Pathways.
* Employer Connect Visits including careers fairs and employer events held throughout the year.
* Opportunities for part-time work, workplace experiences, voluntary work and graduate jobs advertised for you through your [My Career](https://mycareer.newman.ac.uk/) account where you can receive personalised alerts.
* Newman Volunteering Award with the opportunity to get your volunteering validated on your HEAR.
* Information and Resources found on the Pathways Tab and Careers Discovery area on [My Career](https://mycareer.newman.ac.uk/)
* [Shortlist.Me](https://go.shortlister.com/marketplace/newman) to practice interviews, measure your strengths and practice employer scenarios.
* Access to projects to enhance your employability.
* Careers Registration at enrolment and reenrolment each year, with an email to offer you career readiness support.

## Newman University Graduates

Anyone who has graduated from Newman University with a level 5 qualification or above is entitled to access the Careers and Employability Service for 3 years after completion of their course. Graduates can access My Career for access to appointments, workshops, some events, and work opportunities.

## Where to Find Us

The Careers and Employability Service is based in the Study Lounge, in the Careers and Employability area, located in the Barberi building. Our address is: Careers and Employability Service, Study Lounge, Newman University, Genners lane, Bartley Green, Birmingham, B32 3NT.

Telephone: 0121-387-4588

Email: [careers@newman.ac.uk](mailto:careers@newman.ac.uk)

[My Career](https://mycareer.newman.ac.uk/)

[Careers Website](https://www.newman.ac.uk/article-categories/careers-service/)

## Expectations

Students and graduates can expect from us:

* Careers education, information, advice, and guidance by qualified staff.
* A display of the highest standards of professionalism and adherence to the AGCAS Codes of Ethics, adhering to the core principles around equality and diversity, achievement for all, impartiality, confidentiality, integrity, and commitment.
* Confidentiality and impartiality in all your dealings with us where appropriate.
* A high-quality service which complies with internal policies and procedures.
* A range of services to meet the needs of all students to enhance their employability and career management skills.
* A commitment to equality of opportunity regardless of age, disability, ethnic origin, gender, nationality, religion, sexual orientation, or any other factor. The University’s equality and diversity policy underpins all aspects of our services.
* We endeavour where possible to let students or graduates know at least 24 hours prior should we delay or cancel any careers appointment or any talk, presentation, or other event.
* A feedback mechanism and complaints procedure.

Please note we reserve the right to not see any student or graduate who has broken any of the university regulations or where we deem it is not in the best interest for a staff member to see an individual.

Please note considering fair access for all, and ensuring students and graduates make the most of one-to-one careers guidance or job and placement shop appointments, we reserve the right to limit students and graduates to 3 individual one-to-one appointments in a 12-month period.

Please note that Progression Coach appointments are separate to this, with a maximum of 4 appointments available in total.

What we expect from students and graduates:

* To set up your My Career profile and manage your careers experience through the portal
* To take ownership of your career management and employability development
* To make use of the services on offer
* To book appointments and to notify us if you are unable to attend, giving reasonable notice
* Arrive punctually for appointments, workshops, and any other appointments
* If requested to do so, bring along relevant items to an appointment
* To treat staff, employers, and other clients with respect
* To have realistic expectations on how the service can provide support
* Provide feedback on our services when requested and complete the graduate outcomes survey 15 months after graduation

### Quality of Service

Careers staffs are appropriately qualified for their role and adhere to university and careers-based quality marks. Birmingham Newman University Careers and Employability Service has the AGCAS Membership Quality Standard.

### Evaluation/Feedback

A variety of evaluation procedures take place, and we encourage all who have accessed any of the services to feedback so we can continue to improve our services. We would also like to hear from individuals who have not accessed the Careers and Employability Service.

The information contained herein was correct at the time of creation, but always check the source(s) mentioned for the most up to date information (31/07/2024).