

The University of Salford Careers and Enterprise Service

Statement of Service 2023 – 2024

The Careers and Enterprise Service is open to students from all programmes throughout their time at the University. Upon graduation, or upon exiting their course, we extend a lifetime service offer to our alumni. We regretfully cannot provide support to prospective students or university staff.

Our comprehensive range of services includes the following:

- **Careers Hub:** A dedicated physical space on campus, where students and alumni can access help and support to move closer towards their future career goals.
- **Personalised Careers Appointments:** Students and graduates can expect one-to-one appointments where their needs, goals, and expectations are discussed. During these sessions, their viewpoints are heard with impartiality and empathy, leading to constructive discussions that identify realistic action plans and pathways.
- **Personalised Enterprise Appointments:** Discuss the intricacies of starting and growing a business. These appointments can cover the initiation of a business, testing and expanding new business ideas, promoting and marketing ventures, securing funding, and referrals to the university business incubator for further support.
- **Drop-in sessions:** Quick queries on careers and enterprise-related topics can be addressed through drop-in sessions. If further assistance is required, full appointment bookings can be made.
- **Weekly live workshops (on campus and online):** Running throughout the year, organised each trimester and cover a range of careers and enterprise topics.
- **Access to licenced software packages:** Students and graduates can access licensed software packages specifically designed to support them with applications (CareerSet), interviews (Shortlist Me), and psychometric testing (Graduates First *requires a University of Salford email address).
- **Online Resources:** A comprehensive online offer which includes website information, self-help guides and LinkedIn Learning Pathways.
- **Dedicated Job Search portal:** Handshake allows students and graduates to connect with employers and view live job, placement and internship vacancies.
- **Events:** Our service provides a series of opportunities for students to meet and network with employers through our Careers Fairs, employer pop ups and industry insight events.

Confidentiality & Data Sharing:

We value the confidentiality of personal information. While our staff may access personal information for operational and safeguarding purposes, rest assured that no data will be disclosed to external parties, including employers, without consent. However, in cases involving safeguarding concerns, relevant bodies may receive information without consent.

Students:

We expect students and graduates to:

- Attend all booked appointments, workshops, or events. If, for any reason, they are unable to attend, we kindly request that they inform us in advance. Failure to do so may result in temporary suspension of booking capability.
- Treat our staff with respect, maintaining a courteous and professional approach when interacting with our staff, employers and partners.

Employers:

The Careers and Enterprise Service strives to facilitate meaningful interactions between employers and students. We offer recruitment services, such as advertising graduate vacancies and placement/internships, organising careers fairs, employer presentations, workshops and interviews where appropriate.

When collaborating with us, we expect employers to:

- Provide up-to-date information about their opportunities and business, including timely and comprehensive details of vacancies.
- Actively engage with students' enquiries, questions, and concerns, assisting in the development of their skills and interests relevant to the workplace.
- Follow recruitment practices and procedures, such as promptly and accurately responding to candidate queries, allowing candidates reasonable time to consider job offers, and providing feedback to candidates when they reach the final stages of selection processes.

We are committed to [The Equalities Act 2010](#) to ensure fairness, inclusivity, and equal opportunities for our student community. We reserve the right to decline collaboration with any agencies or intermediaries that do not adhere to appropriate recruitment, selection or working practices in line with this legislation.

Further information on recruiting our students can be found [here](#).

Academic Colleagues:

The Careers & Enterprise Service plays a valuable role in fostering the employability of students. As part of our commitment to supporting academic staff, we offer the following:

- Curricular and co-curricular offer of tailored workshops for students to enhance their employability. More information on our workshop content can be found [here](#).

- Collaboration with academics, to review and suggest module employability activity within various academic programs.
- A team of staff dedicated to supporting each School.
- A series of 7 Careers Fairs each year:
 - Four dedicated Careers Fairs in Trimester 1 – one per School
 - One Part Time Jobs and volunteering Fair in Trimester 1
 - One Teaching Futures Fair in Trimester 1
 - One Spring Careers Fair in Trimester 2
- Assistance to employers who wish to establish connections with academic departments.
- Work Integrated Learning (WIL):
 - Support and collaboration for all staff with WIL responsibilities in the provision and management of WIL
 - Creation and curation of Work Integrated documents, resources, and templates
 - Quality Assurance Advice for Work-Based Learning within the University of Salford
 - Oversight of the Policy and Code of Practice for Work-Based Learning
 - Facilitation of bespoke and central workshops focusing on Goal setting and self-development within Work Based and Work Integrated Learning opportunities
 - Management and provision of the Graduate Attainment Programme

Professional Principles:

The Careers and Enterprise Service strictly follows the AGCAS Code of Practice, which establishes the professional principles governing careers services in higher education. Any agreement entered into by the Careers & Enterprise Service with an external organisation will not affect the impartiality of our services.

In line with the code 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.

Feedback:

The Careers and Enterprise Service welcomes feedback relating to what we are doing well or suggestions of how we could improve our services for our student and graduate community.

Following attendance at any of our appointments, workshops or events, participants will be invited to complete our online evaluation form via email, this allows the opportunity to provide written feedback which is reviewed periodically by the team.

We also welcome any student, graduate or partner to get in touch with us with any suggestions by calling us on 0161 295 0023 (option 5, option3) or via email to careers&enterprise@salford.ac.uk.

Complaints:

We want to provide our students with the best possible service - letting us know when we haven't done so helps us to improve matters.

Students can make a complaint to any member of Careers and Enterprise staff in person, by calling us on 0161 295 0023 (option 5, option3) or via email to careers&enterprise@salford.ac.uk.

We will deal with the issue immediately, and if we can't do this, an explanation will be given as to what action will be taken next.

If you make a complaint, we will:

- Send you an acknowledgement email or letter within one working day, setting out how we intend to deal with the complaint.
- Keep you periodically informed if the matter is taking some time to resolve.
- Resolve the complaint within ten working days of receipt of the complaint.
- Identify and improve any areas where there appear to be repeated problems.

If you are not satisfied with the outcome of this process, then you can raise a complaint through stage 2 of the University's complaints process.

More information is available at [University of Salford Student Complaints Procedure \(pdf\)](#).

Getting in touch:

You can get in touch with the Careers and Enterprise Team Monday - Friday 9:00 to 17:00 in the following ways:

Email: Students and Graduates can contact careersandenterprise@salford.ac.uk and Employers contact business@salford.ac.uk

We aim to respond to email enquiries within one working day.

Telephone: You can ring us on 0161 295 0023 Option 5 then Option 3

In person: Drop into our Careers Hub to speak to one of our Skills Ambassadors Trimester 1 & 2: Monday to Friday 10:00 - 17:45 and Trimester 3 & vacation periods: Monday to Friday 11:00 to 16:30.