

Student Careers' Statement of Service: Students and Graduates

Our Vision

- During and after your studies at Leeds, we will encourage you to reflect upon what success means for you now and in the future. We will support you to develop and articulate the attributes, skills, and behaviours that you need to achieve your goals and aspirations.
- We believe that you are the expert of your own life. Our [Student Opportunities and Futures Strategy](#) is designed to help you keep on track with your studies while also providing support and opportunities to support your long-term aspirations.

Eligibility: Who can use our services?

- Current students at the University of Leeds; including undergraduates and postgraduates (both Taught Postgraduates and Research Postgraduates).
- Alumni of the University of Leeds. While our services are available to you regardless of when you graduated, our expertise is most effective up to five years post-graduation.

Where to find us

- The University of Leeds Careers Centre is located at 5-7 Cromer Terrace, and is open Monday to Friday, 9:30 – 16:30, aside from [university closure dates](#).
- The Careers Centre provides access to both Central and Faculty careers support.
- [My Career](#) is your dedicated, personal online careers portal and is the first place to go to access our digital services, to book a range of appointments, find vacancies and sign-up to employability events.

Overview of services

Student Careers offers access to the following services for students and graduates, through our digital platforms and in-person delivery (as appropriate), to help you develop in career readiness:

- Digital employability tools, including [Practice Interviewer](#), [CV Checker](#), [Graduates First](#).
- Events, presentations, and skills sessions via [MyCareer](#).
- Internship, placement, and graduate opportunities via [MyCareer](#).
- Queries via [MyCareer Questions](#).
- A range of individual and group career appointments, via [MyCareer](#).
- **Information:** Peer Support Assistant drop-in services (term-time, Monday to Friday, 10:00 to 16:00), or online if you are unable to attend in person.
- **Advice:** Support with opportunity seeking applications, interviews and assessment centres through our application support and mock interviews.
- **Guidance:** Confidential individual and group guidance to help you identify your professional skills, interests and values and develop strategies and skills.
- Bookable rooms in the Careers Centre, should you require a quiet space with wi-fi to attend a remote assessment centre/interview, to record a video interview or complete psychometric tests, subject to availability (term-time only, Monday to Friday 09:30-16:30).
- [Career mentoring](#) opportunities.
- Bespoke careers support for students on [The Plus Programme](#).
- Bespoke careers support for students or graduates with a [disability or long term health condition](#).
- Faculty specialist careers and placements support.
- Careers and professional development modules.

- Regular careers newsletters, our [Careers Service Blog](#) and social media channels. You can follow us on [Instagram](#) or [X \(formerly known as twitter\)](#).

What we don't do

- Spellcheck or proofread CVs, applications, or personal statements. We provide feedback on structure and content, but not spelling and grammar.
- Provide visa or legal advice.
- Provide unlimited individual appointments. Our appointments are in high demand. We reserve the right to limit access during busy periods, or to refuse or restrict continued access to individual appointments or services to ensure equity of access for all. Or if, in our professional opinion, we have exhausted the help we can provide to you at that stage.
- Tell you what to do. We are impartial and non-directive in our professional approach.
- Do all your research for you, we can tell you where to start and offer you some direction.
- Approach employers on your behalf.

What you can expect from us

- Staff who are professional, helpful, friendly, and who are committed to helping you.
- Confidential, client-centred, impartial information, advice, and guidance to support you in developing yourself, accessing opportunities and making choices about your future.
- To be treated equally and fairly in line with the [University's Equality & Inclusion Policy](#).
- Referrals to other services, either internal or external, as appropriate to your needs and interests (e.g. [Spark](#) for business start-up support).
- We are members of AGCAS (Association of Graduate Careers Advisory Services) and subscribe to the AGCAS [code of ethics](#).
- We aim to respond to email enquires within 5 working days.

What we expect from you

- Activate your [MyCareer](#) account, and regular use it to help discover, decide and develop in your career readiness.
- Take ownership for exploring, planning, and progressing your own career development.
- Be punctual and honour any commitments that you have made with us such as meeting a member of staff, attending an event, or going to an employer presentation.
- Treat staff with courtesy and respect and show consideration for other students.
- Respond to Graduate Outcomes surveys you receive after graduation, to update your Career Readiness during your studies, and complete requests for feedback.
- Undertake any preparatory work requested before an appointment or event, and commitment to any agreed actions.
- Remain contactable by university email, and regularly check your university email for actions, updates, or information relating to careers and placements.

Non-attendance policy

- If you are unable to attend an appointment or event, please cancel your booking as soon as possible via MyCareer – late cancellations affect our ability to release the place.
- Multiple non-attendances (and cancellations) will be noted and may affect your access to our services in the future.
- If you arrive late for an individual appointment, your appointment time will be shortened accordingly, or may have to be re-booked subject to availability.

Students who have withdrawn from a course

- If you have withdrawn from a course or are transferring to a different university, you can access one final career advice or guidance appointment in that academic year, by request, to help you with the next steps of your education or career. Requests can be made by contacting careerscentre@leeds.ac.uk

Generative AI

- Student Careers is committed to the appropriate and responsible use of generative AI, and to enabling our students to understand the opportunities, limitations and ethical issues associated with the use of these tools. As a service, and university, we subscribe to the Russell Group '[Principles on the use of generative AI tools in education](#)' and University of Leeds '[AI and assessments principles](#)'.

Access Requirements

- The public space of our Careers Centre, and EPS Employability Suite, are accessible for wheelchair users and if you are unable to visit us on campus, we offer remote appointments.
- If you have a disability, long-term health condition or specific additional requirements making it difficult to access any of our services, we will be happy to take reasonable steps to accommodate your needs, such as providing information in alternative formats. You can request this by emailing careerscentre@leeds.ac.uk

Feedback and complaints

- We are always keen to hear your feedback about our services, including reflections on positive experiences and suggestions for improvements: careerscentre@leeds.ac.uk
- If you are dissatisfied with any of our services, we would encourage you to raise it with a member of our staff in the first instance and we will do our best to put it right.
- If you are still dissatisfied, you can raise a formal complaint by writing to [Jane Campbell, Head of Student Careers](#), in line with the [University's complaints procedure](#).

This document is available in alternative formats. Please contact us at careerscentre@leeds.ac.uk for further details.

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