

Code of Practice

General Principles

The principal purpose of the Careers and Employability Service (CES) is to provide career-related education, information, advice and guidance (CEIAG) services to students at, and recent graduates of, the University of Kent - at Canterbury, Medway and the Partner Colleges. The CES works in cooperation with internal and external stakeholders to deliver these services in a professional and effective manner.

Specific Principles

Entitlement to service and accessibility

CES resources are open to all current students at the University of Kent and the Partner Colleges (validated plus and franchised courses). Graduates shall be entitled to use the CES for up to three years after their graduation.

The CES attempts to ensure that all its resources and facilities are accessible by all students, wherever possible anticipating the needs of users so that they are able to access these resources without the need for any individual request. Should a special request nonetheless be necessary, the CES will ensure that this is carried out as soon as is reasonably possible or make referrals to another service, where appropriate.

Careers advice and guidance is available in person* or by phone/email/online platform to allow for maximum flexibility.

* Please note that during the coronavirus pandemic, CES services may be by phone/email/online platform only (unless there are special circumstances).

Commitment to quality and integrity

CEIAG provision is subject to the University's quality assurance procedures and is considered in QAA institutional audits.

The CES complies with relevant professional standards, in particular:

- As a condition of membership of the Association of Graduate Careers Advisory Services (AGCAS) the CES at the University of Kent adheres to the [AGCAS Membership Quality Standard](#) and supporting [Code of Ethics](#).
- [ASET Good Practice Guide for Work Based and Placement Learning in Higher Education](#)
- The [QAA Quality Code for Higher Education](#) with particular reference to the Advice and Guidance themes of [Enabling Student Achievement](#) and [Work-Based Learning](#).

The work of the CES also complies with statutory requirements and relevant UK legislation.

Expertise

Information, advice and guidance is delivered by qualified and/or experienced, competent and committed practitioners. All staff are expected to attend relevant courses, both internal and external, in order to maintain and/or enhance their skills, knowledge and expertise both generally and to assist them in supporting particular subject or client groups.

Impartiality and equality and diversity

We aim to provide all our clients with a service which is free from unlawful and unfair discrimination and welcomes diversity.

The University's [Equality, Diversity and Inclusivity](#) policy and the AGCAS [Membership Quality Standard](#) underpins all aspects of our provision of services. This seeks to ensure that people are not subject to less favourable treatment on the grounds of protected characteristics under the Equality Act 2010.

The CES shall advertise vacancies from, and facilitate visits by, legally recognised employers and recruiters of volunteers in line with our vacancy handling policy.

When providing guidance to clients, the CES shall remain impartial.

Confidentiality and how we use your data

The CES shall ensure that all personal data gathered from clients is handled in accordance with the Data Protection Act 2018 (DPA 2018) and the General Data Protection Regulation (GDPR 2018) as required by the University, see: www.kent.ac.uk/infocompliance The CES privacy notice describes what data is collected/processed and why.

Effective communication

The CES shall ensure that its activities, services and events are promoted to students throughout their time of study at the University through printed guides, email, posters and liaison with academic divisions, Kent Union, GKSU and other sections of the University.

The CES website provides information and resources for university students, alumni, staff and employers.

Cooperation

The CES works in partnership with academic divisions, professional services, Kent Union and GKSU by referring students to the most appropriate source of guidance, support and information.

The CES cooperates with:

- Other HE careers services through membership of the AGCAS and its specialist and regional groups;
- Employers providing graduate and undergraduate opportunities;
- Organisations offering volunteering opportunities;
- University of Kent alumni;
- Other professional bodies and networks.

Terms and Conditions

- The University of Kent Careers and Employability Service is not part of any combined Careers Service but uses the resources and support provided by the following third parties:
 - CareerSet
 - GoinGlobal
 - Gradcore
 - Graduates First
 - ShortlistMe
 - Student Circus
 - TargetConnect (GTI Group)

Transparency

Details of CES Services are available on the [CES website](#), together with the names and contact details of all members of staff and an outline of their areas of responsibility. The CES also produces an annual report.

Monitoring, feedback, evaluation and improvement

Services offered to students and other clients are monitored on a regular basis and feedback collected so that it can inform provision.

The Graduate Outcomes Survey will provide data to academic divisions and central departments, as well as careers and employability advisers, on the activities of Kent graduates fifteen months after leaving the University.

The Partnership Agreement and Service Delivery Plan process between the CES and all academic divisions will result in a focused use of CES time.

Complaints procedure

Any complaints about the services offered by the CES, or the delivery of these services, should, if appropriate, be raised with the member of staff responsible, in person, by phone or in writing/via email.

If the complainant feels unable to approach the member of staff directly, or is dissatisfied with their response, they should address their complaint to the Head of the Careers and Employability Service.

If a reply is not received within ten days, or does not resolve the issue to the user's satisfaction, then the complainant may raise the matter with the Director of Student Services.