



University of
St Andrews

Statement of Service

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Key terms	Extra-curricular services/Career development/Service standards
Purpose	This policy describes the Careers Centre's purpose, aim, and values; defines user eligibility and explains our goals in respect of students, graduates, employers, Careers Centre staff, the University and all other interested parties.

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date
1.1	Updated to include eligibility statement	Published	Tracey Dall, Information Officer, Careers Centre	07/03/2022
1.0	Signed off	Published	Tracey Dall, Information Officer, Careers Centre	02/07/2019

Purpose

The mission of the Careers Centre is to educate, inspire and empower our students to proactively design meaningful and satisfying careers that meet their own unique ambitions. We bring expertise, resources, and opportunities to allow students to explore what makes them curious and successfully transition into the next phase of their lives.

Aim

The Careers Centre aims to be valued by its stakeholders for providing high quality and innovative careers education, information, and guidance, and for its success in encouraging and enabling the timely development of career management and employability skills amongst students of the University.

Eligibility

Access

The Careers Centre offers services to:

- Matriculated University of St Andrews students
- Alumni of the University of St Andrews within three years of graduation. Graduates who are currently undertaking further study at another university are encouraged to use the careers service of that institution where possible.
- Contract research staff

Please note that at the very busiest times of year, we may need to restrict access to advisers to current students.

Eligible users of the Careers Centre can expect to be able to access:

- a service which is client-focused, professional, impartial, objective, accessible and confidential
- staff who are welcoming, courteous and approachable as well as professionally and appropriately qualified or trained;
- services which are designed to meet diversity and equality considerations and legislation

Resources

The Careers Centre website and the range of staff and physical resources at the Careers Centre constitute the great majority of the service's offering to students and graduates.

Significant limitations

While we are able to provide careers education, information and guidance in relation to the UK graduate labour market and further study options, we are not able to provide the same level of information about other countries' labour markets and further study options. However, we seek to

provide customised resources for the labour markets and further study options for the countries from which significant numbers of students originate, eg USA.

We are not able to advise on the detail of individual UK visa applications, though we can and do identify key general issues and signpost to relevant sources of information and guidance.

If you are not eligible

Skills Development Scotland is responsible for providing an all-age careers guidance service in Scotland. For contact details, visit [the Skills Development Scotland](#) website.

Other Careers Services in the UK and Ireland may provide services for graduates of British and Irish universities. A charge may be made for some services.

[The National Careers Service](#) is for people across England. Anyone over the age of 19 can contact an adviser for face-to-face guidance.

Values

The Careers Centre is committed to:

- adhering to the highest professional standards, especially through our commitment to the policies, codes and practices of our professional association AGCAS.
- providing a supportive and welcoming environment for all its users.
- treating users of the service and each other with fairness, respect, and consideration.
- providing client-focused, impartial, objective, transparent and confidential careers education, information, and guidance.
- promoting equality of opportunity.
- fostering innovation and continuous improvement in the range and quality of the services we provide.
- seeking customer feedback on the range and quality of the services we provide.
- pursuing excellence in all that we do.
- promoting enjoyment at work.

The Careers Centre adheres to the [Association of Graduate Careers Advisory Services' \(AGCAS\) code of ethics](#).

Goals

In respect of students and graduates:

- To use our insights into the needs and perspectives of our students and graduates to inform the development of our services.
- To anticipate and adapt to trends and predictions in the world of work to ensure that our services are relevant to current and future needs.
- To deliver a sufficient quantity of high-quality institutionally-aligned careers education, information, advice and guidance to provide appropriate levels of support for all students and graduates, and embed employability within our institution.
- To provide welcoming and effective customer service.

- To work closely with Schools and student societies, as well as independently, to ensure students are made aware in good time of how to enhance their employability and of the resources available to them and to motivate them to take action.
- To provide and curate accessible, relevant and high quality information about work and study options which meets the needs of users.
- To develop and utilise alumni networks for benefit of students, aligned with the requirements of GDPR.
- To make the most appropriate use of available technologies to maximise student usage and learning.

In respect of employers:

- To develop mutually beneficial relationships with employers and secure as great a range of employers on campus as possible.
- The desired outcomes include maximising internship and job vacancies as well as the number of employer events taking place in St Andrews.

In respect of Careers Centre staff:

- To communicate clearly what role each member of staff is expected to fulfil and what objectives to meet.
- To review performance regularly.
- To value the contribution of and promote the development of each member of staff.
- To keep staff informed about the work and plans of the service and the wider University
- To facilitate access to appropriate training opportunities.

In respect of the University:

- To provide active strategic leadership on issues relating to graduate employability, in support of service and institutional priorities.
- To inform the wider University about employment and employability issues and their implications for the University's students.
- To encourage, lobby for and support all University initiatives which have a potentially positive impact on student employability.
- To foster close working relations with Schools in order to encourage the development of employability skills through the curriculum and to secure appropriate and timely promotion of the Careers Centre to students.
- To liaise with and support the work of other departments of the University where appropriate eg Admissions and Development.
- To develop and make best use of the resources made available by the University and be accountable for the performance of the service.

In respect of other interested parties:

- To seek out and promote graduate employment opportunities in Scotland and to seek to maximise the social and economic contribution of St Andrews graduates to Scotland.
- To respond positively to Scottish and UK government and agency initiatives which impact upon the work of the service.
- To contribute to the work of AGCAS and AGCAS Scotland as fully as resources allow.
- To be aware of developments which impact upon the work of the service and to respond in ways that draw on principles of best professional practice and innovation.

Compliments and complaints

We actively seek your views about the services we provide, mainly through regular surveys but we also welcome your comments whenever you wish to make them. Contact the Director in writing or by email via dircar@st-andrews.ac.uk.

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