



Careers Statement of Service

Our aim is to support Reading students and graduates in enhancing their employability, careers and educational prospects in preparation for the changing world of work and further learning.

Student eligibility

Our services are appropriate for and open to undergraduates and both taught and research postgraduates. Students of Henley Business School have dedicated provision through Henley Business Schools' [Careers Service](#).

What Reading students can expect from us

- Careers will adhere to the [AGCAS Code of Practice on Guidance](#), which defines the professional principles for careers services in Higher Education and work in accordance with the University Policy on Careers Education, Information and Guidance. We also work to the University's equal opportunities and diversity policies, and the Data Protection Policy.
- In line with the various codes of practice under which we operate, all Careers Consultants will be trained appropriately for their job and undertake regular further training to update their professional knowledge and skills.
- Our placement coordinators are based within the schools and departments support centres, and are fully trained to ensure we are preparing students for placements which are part of their programme of studies. Although we do not guarantee the placement itself as this is a competitive process, we do ensure you are well supported throughout your placement experience.
- Careers will provide a confidential and impartial professional service.
- Careers will liaise with external stakeholders, such as employers, training providers and other external organisations to facilitate contact between students and these organisations.
- Careers will provide a range services for full-time and part-time undergraduate and postgraduate students including:
 - Careers information – through a range of print and multimedia resources.
 - A vacancy database of graduate jobs, placements, part-time and vacation work, [My Jobs Online](#).
 - [Professional Skills Hub](#), an online careers resource.
 - Regular careers news updates through our website, social media and email.
 - Quick query sessions – brief 15 minute discussions, bookable online 48 hours in advance.
 - Careers discussions – 30 minute appointments, individual, in depth discussions to help with careers choice, planning and decision making.
 - Careers events – including a comprehensive workshop programme and careers fairs.
 - Careers within the curriculum – link careers consultants will deliver talks in career learning sessions by arrangement with departments.
 - [Campus Jobs](#).
 - [RED Award](#).

- [Reading Internship Scheme.](#)
 - [Undergraduate Research Opportunities programme.](#)
 - [Thrive mentoring scheme.](#)
- A response to any telephone or email enquiry will be received within 3 days.
 - The Placement team will:
 - Provide professional placement training in and outside of your timetable.
 - Provide access to placement vacancies and opportunities suitable for your programme.
 - Provide networking opportunities with placement providers.
 - Support you on a 1-1 basis to help you secure your placement.
 - Ensure duty of care by providing all the necessary placement administration, checks and visits.
 - Ensure any necessary reasonable adjustments for your placement.
 - Ensure that your transition to your placement and back to University is a smooth one.
 - Provide support with any issues or problems occurring whilst on placement.

What Reading graduates can expect from us

Reading graduates can expect full access to the services listed below for up to 18 months after graduation:

- Careers information – through a range of print and multimedia resources.
- A vacancy database of graduate jobs, placements, part-time and vacation work, [My Jobs Online](#).
- [Professional Skills Hub](#), an online careers resource.
- Regular careers news updates through our website and social media.
- Quick query sessions – brief 15 minute discussions, bookable online 48 hours in advance.
- Careers discussions – 30 minute appointments, individual, in depth discussions to help with careers choice, planning and decision making.
- Careers events – including a comprehensive workshop programme and careers fairs.

Reading graduates can expect the following after this 18-month period:

- Careers information – through a range of print and multimedia resources.
- A vacancy database of graduate jobs, placements, part-time and vacation work, [My Jobs Online](#).
- [Professional Skills Hub](#), an online careers resource.
- Regular careers news updates through our website and social media.
- Careers events – including a comprehensive workshop programme and careers fairs.

What Careers expects of students and graduates

In return for our services we expect our students and graduates to:

- Keep appointments for advice, guidance and booked events and to let us know in advance if you are unable to do so. Failure to do so may result in temporary revocation of booking rights.
- Behave appropriately and politely towards members of Careers staff.
- Let us know your views to help us improve; this may involve completing an evaluation at the end of your appointment or workshop, or completing our annual survey.
- Respond to requests for information on what you are doing shortly after graduation.

Services to students from other institutions

Graduates from other UK Higher Education Institutions will not normally be allowed to use UoR Careers services and it is expected that they will access support from their own HEI.

Employers

Careers at the University of Reading aims to support the recruitment needs of employers seeking to engage with University of Reading students and graduates.

Employers using our services can expect:

- A comprehensive, impartial and professional service to all employers.
- Staff willing to discuss your recruitment needs and suggest ways in which we can help, including recommendations on the type of event or activity that will best meet your requirements.
- A consistent and fair pricing policy for events and services.
- A response to all written communication sent to careers@reading.ac.uk, usually within three working days
- Referral to other University staff and departments where appropriate.

In return, we ask employers to:

- Work in partnership with us to ensure that students and graduates receive clear and consistent recruitment messages.
- Provide written notice if you need to cancel an event booking. If the event requires a charge for booking, cancellations within 2 - 4 weeks of the event will be charged at 50% of the booking fee; cancellations less than 2 weeks before the event will be charged at full price.
- Treat our students equally regardless of gender, sexual orientation, race, ethnic origin, disability or age.

Academic departments

Careers supports students in developing employability, and aims to keep staff informed about the employment market. Careers will support academic staff by providing:

- Talks and development sessions for students.
- Information on labour market trends and on the destinations of Reading graduates.
- Relevant employer contacts to support career learning at departmental level.
- Guidance for individual students referred by staff.

In return we ask departments to:

Help us get careers information to students and raise awareness of the services provided

Provide time in the teaching timetable for agreed talks and events.

Help us obtain information for the DLHE survey.

Keep us up to date with courses and developments within the department.

Feedback and complaints

Client feedback, both positive and negative, is vital to ensure we provide a service that meets the needs of our students. We regularly request feedback from our users using both electronic and hard copy forms.

Complaints will be dealt with promptly and in adherence to the [University's Complaints Procedure](#). In the first instance, you should put your complaint in writing to the Director of Careers and Employability. Unresolved issues can be referred to the Director of Student Services, University of Reading, Carrington Building, Reading RG6 6UA. Any complainant still remaining unsatisfied will have their complaint referred to the Vice Chancellor.

Placements

If there are any concerns about your support for placements, please liaise directly with our placement and development Manager in the first instance: Em Sowden, e.l.sowden@reading.ac.uk.