

Careers Centre

Vacancy Handling Policy

Introduction

The Careers Centre at Staffordshire University has a suite of services for employers which sit under the JobZone banner, including:

- **Placements** – sandwich placements for Business and Computing, Engineering & Technology students
- **JobShop** – advertising part-time jobs and vacation work online
- **Graduate Jobs** – advertising jobs for graduates online
- **Events** – employer fairs, networking events, talks, recruitment days on campus
- **Graduate Advantage** – externally provided service offering paid projects and work experience
- **inVOLved** – Staffordshire University Student's Union scheme advertising voluntary work

Visit www.staffs.ac.uk/jobzone for full details.

Professional Standards

All staff within the Careers Centre are members of the Association of Graduate Careers Advisory Services (AGCAS) and, as such, abide by its code of conduct and professional standards.

The Careers Centre is in receipt of the full MATRIX quality standard for information, advice and guidance services.

The JobShop Manager and Placement Teams are members of the National Association of Student Employment Services (NASES).

The Placements Teams are also members of ASET, the professional body for placement and employability staff.

Vacancies we advertise

Broadly, when we use the term 'vacancies' we mean:

- Full-time jobs available now at graduate or non graduate level – which would be of interest to University leavers and graduates.
- Full-time jobs and graduate schemes with a starting date in the future – which would be of interest to our final year students.
- Sandwich placements.
- Part-time jobs available now – which would be of interest to our students.
- Full or part-time work/schemes/internships during vacations – which would be of interest to our students.
- Self-employment opportunities – although we will add a disclaimer to the advertisement advising students where to get information about their rights and tax implications.

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- Placement of an advertisement will be seen as acceptance of and agreement with our vacancy handling policy.

Vacancies we don't advertise

We reserve the right to reject opportunities which we believe would not be in the best interests of our students and graduates, particularly those that:

- Involve any form of investment by the applicant – we may vary this at our discretion.
- Involve work in private households - unless the work is taking place under the supervision of an appropriately licensed agency providing all necessary training and liability insurance.
- Do not comply to the National Minimum Wage or any other aspect of employment law (see our document 'Staffordshire University Position Statement on Unpaid Work')
- Discriminate on the basis of race, gender, disability, socio-economic status, age or sexual preference
- Are connected with a 'pyramid' (or similar style) selling scheme
- Represent an undue health and/or safety risk
- Are connected to the sex industry, or associated with pornographic content

- Involve writing academic essays for use by other students
- Do not include an address or landline contact telephone number
- Include temporary email addresses for contact – ie hotmail accounts. We may vary this at our discretion.
- Promote or endorse illegal activity
- If a role is commission-only based, please state this clearly in your advertisement

Recruitment Agencies

The Careers Centre adheres to the BERR (UK Department for Business, Enterprise and Regulatory Reform) definition of a recruitment agency which states:

“Employment Agencies are required to meet the provisions within the Employment Agencies Act 1973 and associated Conduct Regulations. Section 13(2) of the 1973 Act defines an employment agency [as follows]: . . . an employment agency provides services for the purpose of finding workers employment or supplying employers with workers.”

- The Careers Centre will advertise vacancies for recruitment agencies, on condition that the name of the employer is disclosed to the Careers Centre, although we may vary this at our discretion. Please contact us if you need to discuss. We will not release the employer name to students.

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- The Careers Centre will inform students and graduates about local REC agencies and refer them to the REC website for those further afield.
- We only deal with recruitment agencies who are members of the Recruitment and Employment Confederation (REC) –we may vary this at our discretion.
- We do not hold, distribute or place posters or other promotional material for recruitment agencies either within the Careers Centre or the University as a whole.
- We reserve the right to be selective in our dealings with recruitment agencies
- Closing dates must be given for all vacancies and these should be no more than six months after the date the vacancy was submitted. If no closing date is given by an employer, then a date two months from submission will be given to the vacancy. An email will be sent to an employer as the closing date approaches giving the option to extend the closing date if required.
- All vacancies advertised on our online jobs database are searchable online. Email reminders are sent to registered students and graduates.
- Employers must clearly state the nature of the work involved and specify skills/qualifications required, the proposed wage, working hours and date of employment.

Advertising Vacancies

- Vacancies are advertised FREE OF CHARGE via our online jobs database.
- We will only advertise graduate vacancies after direct contact with an employer and with the employer's verbal permission.
- Due to the quick 'turnaround' of part-time vacancies, we may advertise these vacancies first and contact employers afterwards.
- We will input the first vacancy from an employer onto the database. We will do this within two working days of receipt of the vacancy.
- Subsequently, employers will be encouraged to input the vacancies themselves at <http://employer.staffs.prospects.ac.uk>
- It is the duty of the employer to meet all statutory legal requirements with regards to any students/graduates it employs, including: payment of the national minimum wage; working-time legislation including holiday entitlement; payment of national insurance and tax; adherence to health and safety regulations and insurance; compliance with discrimination law.
- We *recommend* that students work no more than 20 hours a week during term-time, although it is up to individual students to decide what hours they will work and, indeed, whether or not to follow our advice.

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Please note

- The Careers Centre accepts no liability for the actions of students or graduates recruited from/via Staffordshire University.
- The Careers Centre accepts no responsibility for information supplied, opinions expressed, or events organised by an employer/organisation/agency.
- Placement of an advertisement will be seen as acceptance of and agreement with our vacancy handling policy.

Placement Tutors

A number of courses at Staffordshire University offer the opportunity for students to undertake work placements. Companies who would like to offer work placements to students should contact one of the following:

- **Computing, Engineering and Technology placements** – contact the FCET Placements Team on 01785 353460 or email placements@staffs.ac.uk
- **Business placements** – contact the Business School Placements Team on 01782 294123 or email bsplacements@staffs.ac.uk
- **Geography placements** – contact Jon Fairburn on 01782 294015 or email jon.fairburn@staffs.ac.uk

Compliments, Complaints & Suggestions

Why do we want to hear from you?

The Careers Centre is committed to monitoring and evaluating the work that we do to ensure high quality.

We welcome feedback and comments on the services we provide, and have a variety of mechanisms to ensure that you have the opportunity to make your views known, including the following form. We would like to hear from you if you:

- Are happy with our services and would like to compliment us. We like to know when we get things right so that we can maintain our standards
- Have any comments or suggestions on how we can improve our performance
- Have a complaint

What happens when you give us feedback?

Suggestions

We will endeavour to improve the service, where possible, in line with feedback that we receive from you.

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Informal Complaint

If you are unhappy with the actions of a member of staff or any aspect of the service, please raise your concerns with the relevant member of staff. They will endeavour to resolve the problem

We will respond initially within a week. If the issue needs greater time to resolve, we will let you know the timescale for this.

What if you have made a complaint and you are not happy with the response?

You should email, telephone, or make an appointment to see the Head of the Careers Centre, Mark Kent, m.kent@staffs.ac.uk, 01782-247 4990. If you send an email, he will respond to you initially within a week & let you know the timescale if the matter is going to take longer to resolve.

Please use this form to give us feedback.

Date:

Details:

You are not required to give the following information, but may choose to do so if you require a response from us. Please see 'Data protection statement' below for information about confidentiality.

Name:

Address:

Telephone number:

E-mail:

Please return this form by handing it into the Careers Centre at Stoke or Stafford or by posting to the address below.

Careers Centre
B6, Cadman Building
Staffordshire University
College Road
Stoke-on-Trent S4 2DE

Data protection statement: We collect this information in order to monitor and evaluate our services. If you choose to give us personal information about yourself, as a general rule this information will be held confidentially but in certain circumstances it may not be, depending on the seriousness of the complaint. In either case we will use your contact details in order to inform you of our response to your feedback. The details in this feedback form will be destroyed after one year.

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Careers Centre Employer Liaison Team

Mark Kent
Head of Careers Centre

Graduate Recruitment and Events

- Carol Bragg
Employment Services Co-ordinator
- Diane Gadsby
Employment Services Co-ordinator
- Dina Lewis
Employment Services Co-ordinator

Part-time and Vacation Work

- Kathy England, JobShop Manager

Placements

Business School

- Margaret Paling
Employability & Placements Manager
- Marilyn Baker
Placements Officer

Faculty of Computing, Engineering & Technology

- Maria-Louise Feenan
Placements Manager
- Jane Bailey
Senior Clerical Assistant - Placements
- Sally Thompson
Administrator - Placements