PARTNERSHIP AGREEMENT

CAREERS

1. Objective

This document outlines the terms under which services are delivered by Careers. It should be read in conjunction with our service statement at http://www.reading.ac.uk/careers/about/statementofservice.asp, which outlines the services we provide, as approved by the University Executive Board. To note all careers information is being updated for transfer to appropriate parts of the university website so links are awaiting revisions.

2. Period of the agreement

This document covers the period September 2017 to July 2018. Towards the end of this period we will review and revise it as necessary.

3. Who we are and what we do

Our aim is to enhance and promote the employability, careers and educational prospects of Reading students to help them achieve their goals in the changing world of work and further learning. We are committed to ensuring impartiality and equal opportunity in the delivery of all services. We provide services to students both centrally and through work in Schools. We offer services which are underpinned by the SAS Vision and Values:

- Encourages intellectual curiosity
  - Consultancy to schools, departments and programme staff to create best practice approaches to enhance employability embedding it throughout the curriculum

- Promotes wellbeing, resilience and self-awareness
  - Central 1:1 appointments for career coaching and guidance, with triage from our reception team, and referral to longer appointments based on need.

- Engages with students as co-creators in their development
  - Employability programmes including:
    - UROP (summer research placements for undergraduates)
    - Reading Internship Scheme – exclusive summer internships for Reading students
    - RED award – certificate acknowledging 50 hours of training, volunteering and work experience
    - THRIVE – mentoring programme for penultimate year students
    - Annual events and workshop programme including 7 careers fairs
    - CampusJobs– part time job opportunities
Is committed to student success

- Extra-curricular support for department cohorts, designed by Careers Consultants linked to each department.
- Central careers support services including an extensive event and workshop training programme, careers fairs
- Placement strategy and policy to ensure quality provision which meets our legal obligations and line management of placement coordinators.
- Employer liaison and proactive business development to increase the number of recruiters who engage with our services and seek to provide opportunities for Reading students.
- Management and operation of DLHE and Graduate Outcomes that informs university policies on student success and employability
- Research and needs analysis for international students, and support for international experiences where resources allow. Collaboration with relevant teams including RIO, Study Abroad and Immigration.

For further detail on the services we provide to various user groups across the University, please see our service statement, which sets out our standard and additional/optional services.

4. We provide services to the following groups:

- University staff
- Students
- Alumni
- Employers
- Professional Associations eg. AGCAS and IoE

Our services can generally be accessed as follows. Please see our service statement which is kept updated, as we constantly review and improve the support we offer.

5. When we’re available

Term time:
Monday to Thursday: 9.00 am to 5.00 pm; Wednesday: 10.00 am to 5.00 pm; Friday: 9.00 am to 4.30 pm

Summer opening hours:
Monday to Friday: 10 am to 2 pm,

6. How to contact us

Careers is based on the 1st floor of the Carrington Building on the Whiteknights Campus.
Email: careers@reading.ac.uk Telephone: 0118 378 8359

7. Who to contact

For general queries: Reception team, 0118 378 8359
For careers consultancy queries: Lucy Hawkins, Careers Consultancy Manager, 0118 378 6815 l.a.hawkins@reading.ac.uk – enquiries can then be passed on to the Careers Consultant for the school or department.
8. Who can request our services

- All members of staff can approach Careers to request professional support for employability and placement activities, including personal tutors, as well as module convenors and senior academic staff.

- Undergraduate and postgraduate students and those within one year of graduation can use our full range of services.

- Henley Business School run a separate careers service for their students. Although their students still have access to our support, for longer appointments we refer students to their careers centre wherever possible.

- We are not resourced to offer careers support for staff members for their own personal needs, however we view requests on a case-by-case basis. If there is capacity, we will often try to help, but students come first.

9. Our commitment to service users

We strive for best practice in the provision of high quality Careers Education, Information and Guidance, and Placement training and delivery to enable students to value their skills, relate them to occupations and achieve a successful transition into work or further study.

10. What we need from our service users

In order to deliver an effective service, we require members of staff to:

- Collaborate with the named Careers Consultant for your department to ensure that work is of high quality and provision is joined up across the programme.

- Ensure that Careers Consultants are kept up to date with changes to the programme and school, inviting them to key meetings including Boards of Studies and School Boards for Teaching and Learning.

- Collaborate with Careers in order to ensure the provision of timely and appropriate careers and placement support to students.

- Contact us for any School-based careers activities in a timely manner, and no less than 8 weeks prior to the intended delivery date.

- Give us feedback to help us improve.
We require students who use the service to:

- Attend events or appointments they have booked, or cancel in good time
- Use careers service resources responsibly
- Give us feedback to help us improve
- Take responsibility for their own development

We require employers to:

- Provide us with up-to-date information about their opportunities and business, including timely and adequate details of vacancies and changes of key contacts
- Follow good practice in recruitment procedures e.g. responding promptly and accurately to queries from candidates, giving candidates reasonable time to consider a job offer, and providing feedback to candidates when they reach the final stages of selection processes
- Provide feedback on our services.

11. Service limitations and dependencies

The following factors may affect the service we can provide to users:

The major dependency is the willingness of key contacts within a School to work with us to improve employability. This will to collaborate to improve student employability represents a series of dependencies at different levels:

- Heads of Schools can choose whether to work with us to set the strategy for their School’s employability plans.
- SDTLs, DTLs and Programme Directors can choose whether to work with us to embed employability across the curriculum in line with our career learning policy.
- Module convenors can choose whether to fully support and endorse employability within their modules
- Personal tutors can choose whether to use their role to encourage students to take responsibility for their development and signpost to good quality careers support.

The institutional strategy, and a top-down for its implementation is also a key limitation at present.

The wider economy and labour market is a dependency beyond our control:

- The graduate employability statistics may well be affected in the case of an economic downturn. Visa restrictions for our international students, and international hiring mechanisms are also dependencies which are outside of our control.
- The wider government policy also is a key dependency
- TEF and LEO create a new dependency which gives greater prominence to graduate destinations and salaries, over and above that currently created by its inclusion in league tables. Further, initiatives such as the apprenticeship levy create new dynamics within graduate employment markets which can impact our work.
- The economic outcomes and structural changes initiated by Brexit

Competition between HEIs, particularly for placement provision, may also prove a limitation to our work.

Staff change and absence also has the potential to provide limitations to our work.

We currently do not have capacity to supply administrative support for events and activities beyond the those already agreed.

12. Managing our service

Dr Andrea Kreideweiss, Director of Careers and Employability, is responsible for managing the overall service and strategy.

Lucy Hawkins, Careers Consultancy Manager is responsible for careers consultancy operations.

Em Sowden, Placement and Development Manager, is responsible for placement operations and Placement Coordinators across the University

Jon Bainbridge, Business Development and Employer Engagement Manager is responsible for our employer liaison activities.

Jacqui Payne, Information and Events Manager is responsible for front line service including events, customer services and information.

13. Reporting and resolving problems with our service

Users experiencing problems with our service should contact the reception desk at Careers in the first instance, careers@reading.ac.uk 0118 378 8359.

14. Providing feedback on our service

We welcome constructive feedback on our services. Compliments and complaints, and suggestions for additions and improvements to our standard services, should be sent to Andrea Kreideweiss a.kreideweiss@reading.ac.uk in the first instance. Periodically, we will request this information as part of the on-going review of our services and their provision.

15. How we monitor our performance

We will monitor our performance using:

- Correlative studies between service use and changes to careers registration (annual student enrolment survey on career readiness) results, and, longer-term, DLHE.
- User feedback from student service users, capturing perceived impact as a result of the intervention (eg 1-1 coaching, events, training)
- Uptake statistics for service users from target groups
• An annual employer survey – capturing service feedback and needs analysis of this client group

• An annual student survey – assessing perception among service users and non-users, and wider needs analysis