



UNIVERSITY COLLEGE
OF ESTATE MANAGEMENT

UCEM Code of Practice

Careers Education, Information,
Advice and Guidance chapter

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1. Introduction

UCEM's Careers and Employability service is available to all prospective and current students and to alumni for a period of three years after graduation. Careers Information, advice and guidance is available so that users may have the information they need to make informed decisions.

2. Aims

The aims of the code of practice are to ensure that:

- Students and other eligible users have access to appropriate Career Education, Information, Advice and Guidance (CEIAG)
- Students are provided with opportunities to develop their career related knowledge and skills.
- The knowledge, skills and understanding acquired through UCEM programmes are linked to career development.
- To work in collaboration and partnership with external agencies and organisations, both nationally and internationally.
- CEIAG provision takes into account the diversity of the student body with supplementary advice available to students that have additional requirements.

3. Provision

UCEM recognises that a diverse student body requires CEIAG provision that is responsive to the different needs of individuals and groups. It recognises that a large proportion of enquiries focus on career development and IAG needs to reflect the enquirer's current career position. Therefore, students may access a range of targeted provision developed in response to particular needs, for example, apprenticeship support or the UCEM Mentoring Programme.

UCEM is sensitive to the different employment situations and needs of its students and aims to provide appropriate, client focused CEIAG.

CEIAG may be provided by different teams within UCEM, including the Admissions team, the Apprenticeship Team and Academic staff as well as by the Careers Advisor. The Careers Adviser provides the main source of information, advice and guidance to UCEM applicants, students and alumni, but depending on the nature and complexity of the enquiry, CEIAG can include:

- Information and advice on pathways and qualifications from the Admissions Team.
- Information and advice on apprenticeship routes and opportunities and feedback on progress towards qualifications and professional membership from the Apprenticeship team.
- Information and advice from academic staff on pathways, work experience and specialisms.

A description of the CEIAG provision for each student group is shown in appendix one.

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3.1 Prospective students

Prospective students have access to:

- Information, advice and guidance on pathways and qualifications.
- Online information on programmes from the UCEM website.
- Access to the UCEM Job Shop.
- A qualified Careers Advisor.
- Information, advice and guidance on career options, including apprenticeships, training, career paths and appropriate Labour Market Information.
- Signposting to other agencies.
- Sign posting to relevant professional bodies and pathways to accreditation and professional recognition.

3.2 Current students

Students studying with UCEM have access to:

- Careers Information, Advice and Guidance provided by an independent professional careers advisor.
- Industry relevant CEIAG resources on the VLE.
- The UCEM 'Job Shop' and its range of industry vacancies including jobs, placements and internships.
- Programme curriculum that is designed to enable students to develop their employability and transferable skills identified in individual programme specifications in addition to skills which relate to the professional application of the subject being studied.
- The UCEM Mentoring Programme (where eligible).
- Apprentices have access to impartial and confidential Careers IAG through out their studies with UCEM and for three years after graduation.
- Country sensitive Careers IAG which reflects students' location and international ambitions and work goals.
- CEIAG that is in line with the requirements and expectations of the OFSTED Common Inspection Framework.
- Careers IAG which supports access to a students' chosen industry, where a potential need has been identified via the Readiness for Learning Questionnaire.

3.3 Alumni

Graduates and alumni of UCEM have access to:

- A range of networking, social and professional development events and seminars.
- Access to UCEM's online Learning Academy.
- Careers IAG for three years after graduation.

3.4 Impartiality, confidentiality and data protection

UCEM provides students with confidential and impartial advice.

CEIAG complies with the terms of the UCEM [Data Protection Policy](#) and [Privacy Policy](#).

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3.5 Scope of Service

CEIAG may be provided by different teams within UCEM, including the Admissions team, the Apprenticeship teams, the Business Development team and the academic staff as well as by the Careers Advisor. Overall, the Careers Advisor provides the main source of information, advice and guidance to UCEM applicants, employers, students and alumni.

However, depending on the nature and complexity of the enquiry CEIAG can include:

- Information and advice on pathways and qualifications from the Admissions team
- Information and advice on apprenticeship routes and opportunities and feedback on progress towards qualifications and professional membership from the Apprenticeship teams and the Business Development team
- Information and advice from academic staff on pathways, work experience (where appropriate) and specialisms

How UCEM collects, manages and stores student information collected during CEIAG interventions is described in Appendix 2 “UCEM Careers Service Confidentiality and Data Protection”.

4. Equal opportunities

UCEM is committed to a policy of equal opportunities. This means that no one is treated differently for reasons of gender, age, ethnic or national origins, colour, religion, sexual orientation, gender identification or disability.

4.1 Students with additional requirements

UCEM is happy to take reasonable steps to accommodate the needs of students with disabilities or additional requirements who may otherwise find it difficult to access the CEIAG services provided by UCEM. For example, UCEM can provide information in alternative formats. Please refer to the UCEM Code of Practice Disability and Additional Needs for further details on how UCEM can support students with additional requirements.
Management

4.2 Resources

All staff involved in delivering CEIAG for UCEM are appropriately qualified and additional training may also be provided along with opportunities to obtain relevant professional qualifications.

UCEM makes every effort to learn from the skills and experience of its graduates and therefore uses the alumni network to support existing students with CEIAG. This enables UCEM to provide students with the most up-to-date picture of a continually shifting labour market and also helps facilitate networking.

UCEM has close links with many employers and professional bodies and the CEIAG benefits as a result.

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4.3 Monitoring, evaluation and review

All CEIAG provision is subject to UCEM's quality assurance procedures. In addition, UCEM ensures that provision will:

- Meets the requirements presented in the Quality Assurance Agency (QAA) guidelines.
- Work within the national matrix standard achieved by UCEM on its student support services.
- Comply with the AGCAS Code of Practice and maintain membership of AGCAS.
- Ensure CEIAG that is in line with the requirements and expectations of the OFSTED Common Inspection Framework.
- Use feedback from the National Student Survey to review and develop provision.
- Evaluate the work of the Careers Service and the impact on students.
- Reflect developments in professional accreditation and qualification pathways.
- The Careers Advisor is also kept up-to-date by AGCAS and other professional organisations and meets the professional requirements of that organisation.

4.4 Evaluation

UCEM evaluates the effectiveness of its CEIAG provision and uses a range of information to continually improve provision and develop appropriate interventions. It evaluates the provision through:

- Direct feedback from students, both verbally and by email.
- National Student Survey.
- Job Shop statistics and feedback from employers.
- Usage Statistics.
- Mentor Match Me evaluation programme.

The careers policy is subject to regular review in line with UCEM's rolling programme of policy review.

4.5 Graduate Outcomes

UCEM will participate in graduate outcome surveys as required by Higher Education Statistics Agency (HESA). The Careers Advisor will work with internal and external partners to ensure that UCEM alumni are informed of the survey and have access to up-to-date information on how their data is collected and what happens to it.

All data will be treated in line with HESA and UCEM's policies on [Data Protection](#) and [Privacy](#).

Anonymized data will be used to inform the development of careers resources and future initiatives.

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4.6 Complaints

UCEM is committed to ensuring that all students receive appropriate information, advice and guidance on careers. However, if any student is unhappy with the service received they have the right to complain. A copy of the complaints procedure is made available on the UCEM website and VLE, or can be provided on request.

Appendix A Related policies, procedures, and codes of practice

This policy should be read in conjunction with:

Association of Graduate Careers Advisory Services (AGCAS) Code of Practice [online]. Available at: <http://www.agcas.org.uk/pages/quality> [accessed 20 December 2017]

UCEM (2017) 'Student Complaints Procedure, Reading: UCEM

<https://www.ucem.ac.uk/wp-content/uploads/2016/03/UCEM-Student-Complaints-Policy-and-Procedure.pdf>

UCEM (2018) 'UCEM Code of Practice – Disability and Additional Needs', Reading: UCEM

UCEM (2017) 'UCEM Data Protection Policy', Reading: UCEM

UCEM (2017) 'UCEM Privacy Policy', Reading: UCEM

ICO – Information Commissioner's Office (n.d.) 'Data Protection Bill' [online]. Available at: <https://ico.org.uk/for-organisations/data-protection-bill/> [accessed 24 September 2018]

ICO – Information Commissioner's Office (n.d.) General Data Protection Regulation (GDPR) - 'Guide to the General Data Protection Regulation (GDPR)' [online]. Available at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/> [accessed 24 September 2018]

QAA UK (n.d.) Quality Code for Higher Education Provision. 'Part B: Assuring and Enhancing Academic Quality, Chapter B4 Enabling Student Development and Achievement' [online]. Available at: <http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-b> [accessed 20 December 2017].

UCEM (2017), 'UCEM Student Charter', Reading: UCEM

Appendix B Benchmarked policies

1. Open University (2017) 'Careers and Employability Services – statement of service' [online]. Available at: <http://www.open.ac.uk/students/charter/essential-documents/our-statements-of-service> [accessed 20 December 2017]
2. OFSTED (2017) 'Further education and skills inspection handbook Handbook for use from January 2018 [online]. Available at: <https://www.gov.uk/government/publications/further-education-and-skills-inspection-handbook> [accessed 20 December 2017]
3. QAA (n.d.) 'The UK Quality Code for Higher Education [online]. Available at: <http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code> [accessed 20 December 2017]
<http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code>

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Appendix C: UCEM Careers Service Provision

Prospective Students	Current Students	Apprentices	Alumni
<ul style="list-style-type: none"> • Information and advice on pathways and qualifications • Information on professional qualifications and memberships of professional bodies • Guidance on career choice • IAG on career options • Signposting to other agencies for e.g. National Careers Service • Access to UCEM Job Shop • Industry Information, such as potential career paths and labour market data 	<ul style="list-style-type: none"> • IAG on entry into the industry • IAG on career development and career planning • CV Clinic • UCEM Mentoring programme • Access to UCEM Job Shop • Labour Market Information • Job search strategies, advice on job applications and interview tools • Advice and information on achieving professional accreditation • Advice on finding work experience and achieving (where required) work 	<ul style="list-style-type: none"> • Apprentices benefit from the range of CEIAG available to other students. • In addition, they receive specialist, tailored advice from the Apprenticeship team 	<ul style="list-style-type: none"> • Access to UCEM Job Shop • Careers Information advice and guidance for three years after graduation • Mentoring training and support for Mentoring programme participants • Online CPD Academy • Alumni networking events • Participation in the Graduate Outcomes survey

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Prospective Students	Current Students	Apprentices	Alumni
	<p style="text-align: center;">place learning modules</p> <ul style="list-style-type: none"> • Career resources on the VLE • Membership and access to the Property People's Network • Follow up of students not in the industry (from the Readiness to Learn questionnaire.) • 		

Appendix D: Careers Service Confidentiality and Data Protection

Scope

The UCEM Careers Service currently complies with the terms of the Data Protection Act 2018*, General Data Protection Regulation (GDPR) and the Freedom of Information Act 2000. It works in accordance with the Careers Service Chapter of Practice, UCEM's Data Protection Policy, the Association of Graduate Advisory Services (AGCAS) code of practice and UCEM policies on Safeguarding and Prevent.

The Careers Service has access to information on prospective students, current students and graduates. This information is generated either by the consent of individual themselves, by email or via Student Central, or by staff in supporting students and graduates, and in pursuing the aims of the Careers Service. Information will be kept securely and with the recorded consent of the individual.

Confidentiality

The guidance process is confidential and any personal information will not be passed on without the individual's prior permission. However, there are times where limitations will be placed on confidentiality, for example where individual telephone or other discussions may not take place in a private area.

The Careers Advisor may keep notes on discussions with students and these notes may be shared with other members of the Careers team.

Personal information will not be disclosed to third parties, including parents/relatives or employers without an individual's consent unless there is a legal obligation or duty of care.

There may be circumstances where confidential information may be shared. Advisors will only pass on personal information in exceptional circumstances or where there is a legal or 'duty of care' imperative. Safeguarding concerns will be notified direct to the DSL, other circumstances will only be shared following consultation with a member of the Management Team. In these circumstances, we will explain this to the individual concerned.

Examples where disclosure may take place include:

- When there are safeguarding concerns
- When an individual poses a risk to themselves or others
- When a legal obligation exists
- When the client agrees to the release of information
- When a student has breached UCEM regulations

Participants providing information as part of the UCEM Mentoring Programme will receive the same levels of confidentiality as those seeking Careers Advice or Guidance. Information on the Mentor Match Me System will be kept securely and information between participants will not be shared by UCEM without their permission.

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Disclosure of Disability

Where a student has disclosed a disability, they will be signposted to the Disability and Wellbeing team for appropriate advice and support. If the student withholds their consent to this information being passed to the Disability and Wellbeing team, this will be confirmed by email and the decision recorded on the Student Central Case Management system.

Data Collection

Statutory bodies periodically require the Careers Service to collect information from graduates. For example, the Higher Education Statistics Agency requests information concerning graduate destinations upon leaving the University. However, the conditions under which this process is carried out will be provided to participants and any requests for information will be in line that statutory body's requirements.

Record Keeping

Hard copies of personal information requested as preparatory material, CVs, and cover letters will be stored securely and disposed of as confidential waste.

Where Careers Advice enquires are logged via Student Central, or an enquiry is allocated to the Careers Advisor by a member of the Student Advice team, the Careers Advisor will update the students record on Student Central.

Electronic copies of Career Advice Notes, CVs etc. will be kept electronically by the Careers Advisor for a period not exceeding 36 months after completion of studies.

* Please note: The Data Protection Act 2018 ('DPA 2018') protects the rights of individuals to have their personal data collected and stored securely and used only for legitimate and lawful purposes for this their consent has been sought.