



UNIVERSITY COLLEGE
OF ESTATE MANAGEMENT

UCEM Code of Practice

Careers Advice, Education,
Information and Guidance

Version: 9.00

Status: Final

Table of Contents

1. Introduction	2
2. Aims	2
3. Provision.....	2
3.1. Prospective students	2
3.2. Current students	3
3.3. Graduates and alumni of UCEM have access to	3
3.4. Impartiality, confidentiality and data protection	3
4. Scope of service.....	3
5. Equal Opportunities	4
6. Resources.....	4
7. Monitoring, evaluation and review.....	4
8. Evaluation	5
9. Graduate Outcomes	5
10. Complaints.....	5
Appendix A Related policies	6
Appendix B Benchmarked policies	6
Appendix C Provision of Services	7

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 chapter are to ensure that:

- Students and other eligible users have access to appropriate Career Education, Information, Advice and Guidance
- 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.
- The service works in collaboration and partnership with external agencies and organisations, both nationally and internationally.
- Careers education, information, advice and guidance 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 Careers Education, Information, Advice and Guidance (CEIAG) provision that is responsive to the different needs of individuals and groups. Therefore, students may access a range of targeted provision developed in response to particular needs, for example, apprenticeship support or the UCEM Mentoring Programme. A description of the provision for each student group is shown in appendix C. 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 Adviser. 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:

3.1. Prospective students

Prospective students have access to:

- Information and advice on pathways and qualifications
- Online information on programmes from the UCEM website
- Access to the UCEM Job Shop.
- A qualified Careers Adviser
- 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

- Careers IAG provided by a professional Careers Adviser.
- 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 information, advice and guidance through out their studies with UCEM and for three years after graduation.
- Careers advice for students with neuro diversity or disability entering the workforce. For more information see [UCEM's Code of Practice for Neurodiversity, Disability and Wellbeing \(opens in new window\)](#) for further details on how UCEM can support students with additional requirements
- Country sensitive Careers information, advice and guidance 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
- CEIAG which supports access to a students' chosen industry.

3.3. 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 information, advice and guidance 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 [UCEM Data Protection Policy](#) and [UCEM's Privacy Policy](#).

4. Scope of service

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

Careers Advice, Education, Information and Advice Chapter

- Information and advice from academic staff on pathways, work experience and specialisms.

5. 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, race, religion, sexual orientation, gender identification or disability. UCEM is happy to take reasonable steps to accommodate the needs of students with neurodiversity, disability, or additional requirements who may otherwise find it difficult to access the careers education, information, advice and guidance services provided by UCEM. For example, UCEM can provide information in alternative formats. Further detail can be found [in UCEM's Code of Practice for Neurodiversity, Disability and Wellbeing Chapter \(opens new window\)](#).

6. Resources

- All staff and consultants involved in delivering careers education, information, advice and guidance 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 careers education, information, advice and guidance. 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 careers education, information, advice and guidance benefits as a result.

7. Monitoring, evaluation and review

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

- Meet the requirements presented in the Quality Assurance Agency (QAA) guidelines
- Work within the national MATRIX Standard achieved by UCEM in its student support services.
- Comply with the Association of Graduate Careers Advisory Service (AGCAS) Code of Practice and maintain membership of AGCAS.
- The Careers Adviser is also kept up to date by AGCAS and other professional organisations and meets the professional requirements of that organisation
- Ensure CEIAG is in line with the requirements and expectations of the OFSTED Common Inspection Framework
- Use feedback from the Nation Student Survey to review and develop provision
- Evaluate the work of the Careers Service and the impact on students.

8. 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.
- National Student Survey.
- Job Shop statistics and feedback from employers.
- Usage Statistics.
- Programme evaluation including evaluation from the Mentoring Programmes.
- There are procedures in place for current students to feedback to UCEM on its careers provision. Students can do this through the Student Representatives or in the Careers and Employability Focus group or direct to the Careers Adviser, Alumni can feedback via the alumni relations team.
- Data reports on the use of the UCEM Job Shop, to allow the service to be monitored.
- The careers policy is subject to regular review in line with UCEM's rolling programme of policy review.

9. Graduate Outcomes

- UCEM will participate in graduate outcome surveys as required by Higher Education Statistics Agency (HESA). The Careers Adviser 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 Higher Education Statistics Authority (HESA) and UCEM's policy on confidentiality.
- Anonymised data will be used to inform the development of careers resources and future initiatives.

10. 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 [Student Complaints Procedure \(opens new window\)](#) is available.

Appendix A Related policies

This Chapter should be read in conjunction with:

[Association of Graduate Careers Advisory Services \(AGCAS\) Code of Practice \(opens new window\)](#)

Careers Statement of Service

[Student Complaints Procedure \(opens new window\)](#)

[Neurodiversity, Disability and Wellbeing Procedure \(opens new window\)](#)

[Data Protection Act 1998 \(opens new window\)](#)

[UCEM Privacy Policy \(opens new window\)](#)

Appendix B Benchmarked policies

[Open University \(2013\) Careers Statement of Service \(opens new window\)](#)

[OFSTED Education Inspection Framework 16 January 2019 \(opens new window\)](#)

[QAA UK Quality Code for Education \(opens new window\)](#)

Appendix C Provision of Services

Prospective Students	Current Students	Apprentices	Alumni
Information and advice on pathways and qualifications	Information, advice and guidance on entry into the industry	Apprentices benefit from the range of careers education, information, advice and guidance available to other students. They may contact the careers service independently or Apprenticeship Outcome officers can refer a student for careers advice when they feel this will be beneficial.	Access to UCEM Job Shop
Information on professional bodies and memberships	Information, advice and guidance on career development and career planning		Careers Information advice and guidance for three years after graduation
Guidance on career choice	CV Clinic		Mentoring training and support for Mentoring programme participants
Information, advice and guidance on career options	UCEM Mentoring programmes		Online CPD Academy
Signposting to other agencies for e.g. National Careers Service	Access to UCEM Job Shop		Alumni networking events
Access to UCEM Job Shop	Labour Market Information		Participation in the Graduate Outcomes survey
Industry Information	Job search strategies, advice on job applications and interview tools		
	Advice and information on achieving professional accreditation		
	Advice on finding work experience		
	Career resources on the VLE		