

EMPLOYABILITY SERVICE: STATEMENT OF SERVICE (STUDENTS) PROTOCOL

Related policies and supporting protocols

- 1 This protocol should be read in conjunction with the related Employability Service policy and protocols
- 2 Where applicable, the Employability Service complies with a number of external codes, including:
 - 2.1 the Quality Assurance Agency (QAA) UK Quality Code for Higher Education;
 - 2.2 the AGCAS (Association of Graduate Careers Advisory Services) Code of Practice
 - 2.3 the AGR, AGCAS & NUS Best Practice in Graduate Recruitment;
 - 2.4 the Solicitors Regulation Authority (SRA) code of conduct.

Definitions

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| 3 | Accepted Students | Students who have accepted their place at the University of Law to study postgraduate courses and have paid their deposit. Undergraduate and foundation year students are considered 'Accepted students', for the purposes of the Employability Service, from mid-August (Post UCAS results release date) until they start their course |
| 4 | Students | Student currently studying – as determined by the course start and end dates. Law Students refer to those on the LLB, GDL or courses incorporating the LPC and BPTC |
| 5 | Alumni | Students who have completed their studies, whether passing or not. |
| 6 | Pro Bono Supervisors | Professionally qualified staff, eg solicitors, responsible for supervising students participating in pro bono activities |

7	Pro Bono Co-ordinators	Qualified Legal Staff responsible for the running of the Pro Bono Service within each centre
8	Careers Adviser	Members of the Careers Service undertaking Careers Advisory roles, including managers and consultants and trainees
9	Employability Service	The Employability Service comprises the Careers and Pro Bono Departments. It also encompasses online services: the Student Employability Programme (StEP), JobSearch and Employability information available on the 'My Employability' section of the University's virtual learning environment (ELITE)

Introduction

10 This Statement of Service aims to provide University of Law students, accepted students and alumni with information about the Employability Service: which services they can access, the level of service they can expect and the expectations the Employability Service has of users.

Responsibility for implementing this protocol

11 Within each centre, the Centre Director, via the Head of Operational Services, has responsibility for the Employability Service.

12 Central systems and online services are the responsibility of the Director of Employability who also has responsibility for setting the strategy, monitoring and developing the Employability Service across the University.

Scope of this protocol

13 This protocol applies to all students, accepted students and alumni users of the Employability Service seeking careers information, advice and guidance; volunteering with the Pro Bono Department; or using other services offered by the Employability Service. The work of the Employability Service extends beyond this group, to include prospective students, employers and clients of its legal advice services. While all users can expect the same level of professionalism from staff, the details of the services offered to these groups extends beyond the scope of this protocol.

14 The Employability Service is responsible for the provision of careers support and pro bono opportunities at the University. In centres, this is delivered by the Careers Department, which provides access to high quality careers advice and guidance, and the Pro Bono Department, which provides students with access to high quality practical legal experience.

15 Students at all centres will have access to a Careers Adviser. All Advisers are suitably trained and experienced, and come from relevant previous backgrounds in careers advice, the law, or legal recruitment. They have access to relevant labour market information and are in frequent contact with recruiters allowing them to provide up-to-date information to help students make considered decisions at the start of their career.

16 Law students at all centres will have access to a Pro Bono Co-ordinator. All Pro Bono Co-ordinators are qualified and experienced lawyers with current practising certificates, allowing them to provide the guidance and support necessary for those seeking to apply their legal skills in a practical way.

Professional standards

17 All members of the Employability Service are dedicated to providing a high quality and professional service, and to achieve this are guided by certain professional standards.

18 Careers Advisers work within the principles of guidance outlined by the Association of Graduate Careers Advisory Services (AGCAS). These principles require a commitment to:

- 18.1 student-centeredness;
- 18.2 impartiality;
- 18.3 confidentiality;
- 18.4 accessibility;
- 18.5 equality and diversity;
- 18.6 quality and continuous improvement; and
- 18.7 professional competence and development.

- 19 Pro Bono Co-ordinators and Supervisors:
 - 19.1 are regulated by the appropriate regulatory body, eg the SRA where solicitors or BSB if barristers
 - 19.2 hold practising certificates enabling them to carry out and supervise legal work;
 - 19.3 are appropriately insured;
 - 19.4 are obliged to maintain their professional career competence; and
 - 19.5 adhere to the SRA code of conduct.

Access to the Service

- 20 The Employability Service provides support to students on all undergraduate (including foundation year) and postgraduate courses at the University of Law
- 21 Before accepting an offer of a place at the University, students have:
 - 21.1 access to extensive careers resources through the website (including the Legal Student Employability Programme (StEP));
 - 21.2 opportunities to seek advice or information from members of the Employability Service at Open Days or via referrals from other departments.
- 22 Once students have accepted their place at the University, they will also have:
 - 22.1 access to careers information through the website, ELITE and hard copy resources;
 - 22.2 access to vacancies on the University's JobSearch vacancy database;
 - 22.3 opportunities to attend events, employer talks and workshops;
 - 22.4 access to individual careers advice (in person, by telephone, e-mail or online).
- 23 Once enrolled, current students will also have:

- 23.1 opportunities to become involved in appropriate pro bono activities (law students, only);
 - 23.2 the ability to apply for a mentor through the Careers Department's mentoring scheme (postgraduate law students) or via opportunities on the undergraduate law course, as part of the Employability provision in centre
- 24 Once the course has ended, alumni will:
- 24.1 continue to have access to online resources for at least 3 years after graduation – including access to our JobSearch vacancy database.
 - 24.2 have access to personalised email careers support until December in the year after the course ends.

Resitting students, intermitting and deferring students

25 Those students resitting examinations after the end date of their course, and those who have deferred or have intermitted, will continue to have access to careers support, however, they are not eligible to participate in pro bono or mentoring activities. If students are already participating in these activities when they decide to defer or intermit, they must speak to a member of the Employability Service.

Accessing the Employability Service at other Centres

- 26 It is expected that the majority of students will use the Services at the centre at which they have enrolled or intend to study. However:
- 26.1 supported online learning students can use the Employability Service at the most convenient centre to them;
 - 26.2 students at the London centres can use services at either centre;
 - 26.3 where there is a genuine need for students to use the services of another centre we will endeavour to accommodate this and, in certain circumstances, it may be necessary to provide support remotely from another centre, or students may be encouraged to travel to another centre to access additional support and services.

Targeting services

27 In order to maximise the benefits of the Service, and to provide the level of service needed, the Employability Service may promote particular services to particular groups of students. For example, many Pro Bono opportunities require participants to possess certain legal skills or knowledge and so are only appropriate for students on particular courses or levels of study. Similarly the Employability Service may prioritise the provision of certain services to particular groups, such as weekend careers appointments to part-time students.

28 Offers of support to those other than students, accepted students or alumni will be at the discretion of Employability Service staff or senior management within the centre.

What students can expect from us

29 Across all aspects of the Employability Service students can expect:

- 29.1 staff who are helpful, courteous and approachable, as well as professionally and appropriately qualified or experienced;
- 29.2 a commitment to equal opportunities and diversity, in accordance with relevant legislation and best practice;
- 29.3 access to up-to-date information and resources;
- 29.4 a response to enquiries and requests which is timely and constructive.

30 From the Careers Service students can also expect:

- 30.1 advice which is client focused, impartial and supportive;
- 30.2 all discussions to be kept confidential (in accordance with our confidentiality policy).

31 From the Pro Bono Service students can also expect:

- 31.1 high quality supervision;
- 31.2 supportive and constructive engagement with staff.

Services offered

31 Full details of the services on offer are available from the centre or via the virtual learning environment, but all centres offer the following:

Careers

32 Appointments with a Careers Adviser: long appointments, lasting 30-45 minutes which are booked in advance, or short appointments, usually 15-20 minutes. Appointments provide an opportunity for students to discuss any career-related issue with an Adviser. Appointments may be face-to-face, by telephone, email or online.

33 Workshops: workshops run by the Careers Department are held in each centre and students also have access to a number of online workshops.

34 Employer events: all centres host a range of employer events including careers fairs, employer days and talks by visiting organisations.

35 Mentoring scheme: every centre runs a mentoring scheme, whereby members of the legal profession volunteer to mentor a current postgraduate student.

Pro Bono

36 A range of opportunities are offered in each centre which are designed to enhance students' education and employability by providing practical experience of the law. Schemes come under the following categories:

36.1 legal advice: client advice work through Legal Advice Clinics which may be face-to-face, telephone or by e-mail;

36.2 shadowing schemes: working with solicitors, barristers, advocates or judges, students have the opportunity to actively participate and assist legal professionals in their work;

36.3 Public Legal Education: working in groups to provide presentations on legal topics to a range of audiences including schools and community groups;

36.4 external opportunities: working with local agencies such as Citizens Advice to assist in the provision of legal services to members of the community.

Statement of Service (Students) Protocol

37 The Pro Bono Department provides support, guidance and supervision for those participating in the opportunities organised by the Department.

38 Within the Employability Service, Pro Bono and Careers staff work together to provide support to students who are seeking to improve their employability.

39 In addition, the Employability Service acts on behalf of students by:

39.1 actively seeking opportunities for University students;

39.2 analysing the needs of students and continuing to develop the Employability Service;

39.3 providing a free vacancy service to potential recruiters of University students.

What the Employability Service expects from students

40 In order to provide a high level of service, students are expected to:

40.1 carry out any actions reasonably requested (eg to draft a CV or prepare for a mock interview) in a timely fashion;

40.2 comply with any rules, regulations or obligations which may be imposed on them in the course of their undertaking opportunities provided or arranged by the Employability Service, for example compliance with procedures in place for providing legal service or the regulation of legal service, whether run by the University or external organisations;

40.3 provide prompt replies to email communications such as those offering a place on a scheme for which they have volunteered;

40.4 give as much notice as possible if they cannot attend an opportunity or appointment so that it can be re-allocated to another student;

40.5 be courteous and professional in their use of the Employability Service, towards all staff and towards all those with whom the Service works: recruiter, employers, opportunity providers, clients and other students;

40.6 supply information regarding their employment status, including after they have left the University;

40.7 provide constructive feedback on the effectiveness of the service received, both positive and negative, in order to help us develop the Employability Service and increase student satisfaction.

41 The Employability Service reserves the right to withdraw the offer of some or all services from any user who fails to adhere, in a significant way, to the reasonable requirements outlined above and may refer the matter to a personal tutor or other appropriate member of staff.

Feedback

42 The Employability Service is keen to hear how the service can be improved. This can be done in the following ways:

42.1 by talking to, or emailing, any member of the Employability Service;

42.2 by completing University questionnaires on the quality and nature of the Employability Service;

42.3 by correspondence with the Head of Operational Services or the Director of Employability.

Complaints

43 The Employability Service endeavours to provide a high standard of service; however, it recognises that sometimes things can go wrong.

44 In the first instance, complaints should be raised with an appropriate member of the Employability Service in the centre to try to resolve the problem. If this fails to deal with the complaint satisfactorily or if the student would prefer to address their complaint to someone outside the Employability Service, then this should be referred to the centre's Head of Operations. If the complaint remains unresolved, then the University's Student Complaints Policy can be initiated.

Disclaimer

45 Students should be aware that while considerable support, information, advice and guidance is given, employment outcomes cannot be guaranteed.

46 The Employability Service provides an extensive range of careers materials – both online and printed. This information is treated as general guidance only. Neither the University nor the Employability Service can guarantee the accuracy of information and, as every person’s situation is unique, students are encouraged to make their own enquiries, conduct their own independent research and talk to an Adviser about their own particular needs and circumstances.

Version history:

Version	Amended by	Revision summary	Date
V1.0	Learning Support Officer	Initial drafting	24/07/13
V1.1	Head of Careers Service	QA review	30/07/13
V1.2	External Consultant	Coherence activity amendments	28/08/13
V1.3	VP – AGQS	Review	23/09/13
V1.4	Academic Registrar	Review	24/09/13
V1.5	Academic Board	Approval	03/10/13
V1.6	VP – AGQS	Sign-Off	19/12/13
V2.0	Head of Employability Services	Amendments and Review	19/07/17
V2.1	Registry Officer	Change to coding convention	23/03/20
V2.1	Registry Assistant	extension to term of approval of 1 year.	October 2021