Careers and Employability Services Statement of Service

Our mission

The mission of OU Careers and Employability Services is to empower Open University students to recognise their potential and achieve their personal, educational or career goals in the changing world of work and lifelong learning.

Services on our website

www.open.ac.uk/careers

- Information and advice
  Information and advice is available on all aspects of career planning, including where to look for jobs, advice on applications, CVs and interviews, downloadable resources and links to further information.

- Forums and webinars
  OU students can join interactive careers forums and webinars for help from careers advisers and support from other students.

- Careers guidance
  OU students can access a dedicated email advice and guidance service or request an individual careers consultation by Skype or telephone for help with queries about starting, changing or developing your career, via the Careers Contacts page.

- Links with employers
  OU students can register for our online vacancy service, view our employer showcase and participate in webinars involving employers.

- Publications
  - Career planning and job seeking workbook - takes OU students through the process of career review and choice.
  - Becoming a teacher - an online guide for anyone seriously considering teaching as a career.

Social media

You can follow our social media accounts on Facebook, Twitter and LinkedIn to interact with other students and engage with the latest careers news, vacancies, and signposts to OU and external resources on career planning and job seeking.

- Facebook: www.facebook.com/OpenUniCareers
- Twitter: https://twitter.com/OpenUniCareers
- LinkedIn: www.linkedin.com/groups/3871260

Updated January 2017

The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England & Wales and a charity registered in Scotland (SC 038302). The Open University is authorised and regulated by the Financial Conduct Authority.
Individual advice and guidance

- **If you are a current student or studied with the OU in the last 3 years**, you can request information, advice and guidance relevant to your individual needs and geographic location covering all aspects of career planning and job seeking, including help to recognise and develop skills valued by employers. This is normally given by telephone, Skype or email. In exceptional circumstances face-to-face consultations may be available by appointment.

- **As a prospective student, or if it is more than 3 years since you last studied with the OU**, you can use many of the resources on our website to access careers information to help you identify your career goals and decide what to study at the OU. You may be signposted to an external career guidance agency if you need more in-depth individual advice and guidance. When you register as an OU student you will have access to the full range of support offered by Careers and Employability Services, including all areas of the careers website.

- **Students living outside the UK** are entitled to use the full range of resources available on the careers website including the facility to request an individual consultation with a careers adviser and access to job information, online forums and webinars.

Our service policy

**We aim to provide:**

- free and impartial careers information, advice and guidance
- professionally qualified careers advisers
- confidential handling of your enquiry
- response to queries within ten working days
- referral to specialist external organisations where appropriate.

**How you can help us**

- Let us have enough relevant information to enable us to answer your enquiry fully.
- Be aware that career planning takes time and results are not always immediate.
- Be prepared to do your own research into opportunities available to you.
- Make a commitment to work towards the goals agreed during your careers consultation.
- Notify us as soon as possible if you have any concern or dissatisfaction with our service.

We are committed to developing and improving the quality of our services, which we regularly monitor using student feedback surveys. Your comments help us to understand your needs so that we can continue to improve and develop our services.
Our service standards

We aim to:

- work to the Association of Graduate Careers Advisory Services (AGCAS) Code of Practice on Guidance
- operate within the Quality Assurance Agency Code of Practice for Career Education, Information, Advice and Guidance
- abide by The Open University’s Equality Scheme
- work within the national matrix standard achieved by The Open University for the quality of the information, advice and guidance provided by Student Services.

If for any reason you are unhappy with our service, your complaint will be fully investigated in confidence and we will do our best to resolve it fairly and quickly in accordance with the University’s complaint procedure published at www.open.ac.uk/students/charter/essential-documents.

Students with additional requirements

If you have a disability or additional requirements making it difficult to access any of our services, we will be happy to take reasonable steps to accommodate your needs, such as providing information in alternative formats. You can request this by emailing us from the Contact page on the careers website or by contacting your Student Support Team.

Contact details

You can contact us through the Student Recruitment Team:

Phone +44 (0)300 303 5303 (Monday to Friday, 08:00–20:00 or Saturday, 09:00–17:00)
Email: general-enquiries@open.ac.uk

Or, if you are an OU student, through the Careers Contacts page on the OU careers website www.open.ac.uk/careers.

There is a Welsh Language Scheme agreed with the Welsh Language Board. Every effort is made to ensure that Welsh students have advice, guidance and correspondence in their preferred language.

Mae Cynllun yr Iaith Gymraeg wedi cael ei cytuno gyda Fwrdd yr Iaith Gymraeg. Rydym yn gwneud ein gorau i gynnig cyngor, cyfarwyddyd a chyfatebiad yn dewis iaih y myfyrwr.

Ffôn: +44 (0)29 2047 1170 Ebost: wales@open.ac.uk

The Open University Academic Services is accredited against the matrix standard for information, advice and guidance services.