

Statement of service - students

The services offered to Cranfield students and graduates are delivered at the University's two sites, with separate provision for students in the School of Management. In addition each Careers Service provides services tailored to the particular needs of their client base.

Who can use the service

- All Cranfield registered students
- Cranfield graduates within three years of graduation
- The University provides a service to graduates of other Universities within three years of graduation through its Cranfield Campus where use of the careers information resources are offered.

What we offer

- Published information advertising the existence, facilities and range of services provided by the Careers Services.
- Careers information for reference and/or loan/take away.

- To provide confidential, collaborative advice, guidance and information to individuals to assist in career planning and evidencing employability skills
- Response to enquiries by email and telephone, both within three working days.
- Workshops led by a qualified Careers Adviser or a relevant speaker from an industry or recruitment background
- Invitation to meet recruiters/employers at the Cranfield Careers Fair.
- Opportunities to meet recruiters/employers invited on campus individually (including for careers talks).
- Career decision making and development tools, including self-assessment and psychometric tests.
- Vacancy information provided by employers, which is advertised if appropriate to our students.

What you can expect from us

Students and graduates using the service can expect:

- staff who are welcoming, courteous and approachable as well as professional and appropriately qualified and trained. Further information about individual staff is available on the Careers Service website
- equal treatment whatever their gender, sexual orientation, religion, age or ethnic origin, together with a recognition of the particular needs of students with disabilities. All Careers Service offices are wheelchair accessible
- a service which is confidential and Impartial
- that comments, feedback and complaints are acted upon and outcomes relayed back to students. See student testimonials, case studies and "You Say, We Say" feedback on the Careers Service web/intranet and in hard copy in the Careers Service resource display area

We adhere to the following standards:

- University's Careers Education, Information and Guidance Policy
- Cranfield University Equal Opportunities Policy
- Matrix quality standard for information, advice and guidance services
- QAA University CEIG Code of Practice
- Association of Graduate Careers Advisory Service (AGCAS)

What we expect from you

We expect that users will:

- use the careers information resources responsibly
- ask for help if you cannot find what you are looking for
- ask for help in advance if you have any specialist needs (e.g. provision of information on disk or in large print)
- inform us in good time if you are unable to attend a booked interview or other pre-booked event
- be punctual for interviews and workshops/group sessions
- complete any relevant preparatory work that is requested
- respond to our requests for Employment destination information after your graduation
- offer timely feedback, comments and suggestions which are always welcomed and acted upon wherever possible. In line with our commitment to continuous improvement there will be a range of different feedback mechanisms, such as the student representation meetings, the annual Student Satisfaction Survey, and other various feedback surveys.