

# Careers and Employability Services Statement of Service

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## Our Vision

The Vision of **OU Careers and Employability Services** is to empower OU students to realise their career and life ambitions by building their confidence to articulate their capabilities and skills, helping them carve out their career journey and navigate the job market, and connecting them to new opportunities.

## Services, resources and tools available via the Careers website

You will find the Careers website at [www.open.ac.uk/careers](http://www.open.ac.uk/careers) or via the Help Centre on StudentHome.

- **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 qualified Careers & Employability consultants and support from employers and other students and ex-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 website.
- **Links with employers**  
An increasingly expanding network of employers partner with Careers and Employability Services to create a wide range of opportunities for OU students. Our online vacancy service is available free of charge to all OU students, as is our employer showcase and participation in webinars run or co-run with partner employers.
- **Downloadable publications on the [Careers website](http://www.open.ac.uk/careers)**
  - **Your journey starts here** – is an introduction to Careers and Employability Services with some practical activities to get started in career planning and achieving life goals
  - **Career planning and job seeking workbook** – this invaluable self-study resource designed by careers professionals takes OU students through the process of career review and choice.

Updated June 2018

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- **Job Seeking Resources and Opportunities for Students with Disabilities** – this guide steers students with disabilities through job vacancy services for applicants with disabilities, internships and work experience, sources of advice and support for specific disabilities.
- **Becoming a teacher** – an online guide for anyone considering teaching as a career.
- **Practical work experience for careers linked to Science** – to help students further develop work-related laboratory or field-based experience.

## 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](http://www.facebook.com/OpenUniCareers)
- Twitter: <https://twitter.com/OpenUniCareers>
- The Open University Careers Network (TOUCaN) on LinkedIn: [www.linkedin.com/groups/3871260](http://www.linkedin.com/groups/3871260)

## Individual advice and guidance

- **If you are a current OU student or have qualified within the last three years**, you can request information, advice and guidance relevant to your individual needs and geographical location covering all aspects of career planning and job seeking, including help to recognise your strengths and develop skills valued by employers. This is given by telephone, Skype or email.
- **As a prospective student, or if it is more than three years since you last studied with the OU**, you can use many of the resources on the Careers website to access careers information to help you identify your career goals and decide what to study at the OU. You can also find more careers information related to the courses offered by The Open University in the Careers tab of the Courses section of the main OU website:

<http://www.open.ac.uk/courses/careers>

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 & Employability Consultant and access to job information, online forums and webinars.

## Our service policy

### We aim to provide:

- Free and impartial careers information, advice and guidance to all registered OU students and those who have qualified within the last three years
- Professionally qualified Careers & Employability Consultants for individual careers consultations
- Confidential handling of your enquiry
- Response to queries within five 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 concerns 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 Academic 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

<https://help.open.ac.uk/documents/policies/complaints-and-appeals-procedure>

## Students with additional requirements

If you have a disability, long-term health condition 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

If you are not yet an OU student, contact the **Student Recruitment Team** for more information: 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](mailto:general-enquiries@open.ac.uk)

Or, if you are an OU student, contact us through the Careers Contacts page on the OU careers website [www.open.ac.uk/careers](http://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 iaith y myfyrwr.

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

A Welsh version of this document is also available.

Mae fersiwn Cymraeg o'r ddogfen hon ar gael.

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

