

Careers and Employability Services Statement of Service

Our commitment to you

We provide:

- Free and impartial careers information, advice and guidance for eligible students (see 'Eligibility' below) from the moment you register on your qualification and access to Opportunity Hub from the first week of your first module up to three years after completing your studies.
- A range of career learning opportunities to help you discover, explore, progress and achieve your personal, study and career goals. We offer support to all OU students who represent a range of different needs, ages, backgrounds, identities, abilities and disabilities, mental and physical health conditions, races and religions, regardless of location in the UK and around the world. We also work with hundreds of employers who share our inclusive values and actively seek to build diverse teams. Our wide range of support includes:
 - Tools to help you think about and review your career goals and an intelligent, automated, structured activity pathway tailored to you, helping to build your confidence and work out your next steps.
 - Resources to discover where your OU qualification might take you based on your personal passions, values and skills with idea-generating software, live workshops, Your Career Planning Guide and our networking community.
 - Help to explore pathways to achieve your ambitions with live and recorded workshops and webinars, networking events, downloadable guides to specific sectors, forums, on-demand podcasts and videos, and labour market information.

- Contacts you need to help you achieve your goals by connecting to inclusive employers via the OU's OpportunityHub platform, including work placements, internships, volunteering and job vacancies, a range of panel events, virtual and face-to-face site visits and careers fairs.
- Tools to track and progress your personal development and apply your developing skills to volunteering or connecting with charity organisations.
- Help to develop the skills and confidence to achieve your goals with networking workshops, online interview practice, CV building and review tools with built-in artificial intelligence.
- A professionally qualified careers and employability team based across all UK nations and Ireland for individual careers consultations via email, telephone or video call.
- Confidential handling of your enquiry
- Aim to respond to queries within five working days
- Referral to specialist internal and external organisations where appropriate.

Eligibility

This service is available to students registered on an undergraduate or postgraduate module towards a qualification or standalone, registered on a qualification, on a degree apprenticeship or Vocational Qualification (VQ). This service is not available to enquirers who have not begun studying, have not completed or have cancelled their registration on a standalone module, Students on an Overseas Scheme, short course, microcredential or those studying with the Open College of the Arts.

Prospective students and those whose most recent OUO study was more than three years ago can still access many resources and information on the Careers website.

Find more [careers information related to OU courses](#).

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 section of the Help Centre or by contacting your Student Support Team.

Individual careers consultations procedures and policies

You can book one appointment of any type per month. This allows all users a fair opportunity of booking an appointment. Demand for appointments can be high at peak times, such as from October start module results release in July until registration closing in September but you should never have to wait more than ten working days for an appointment.

We understand that you may need to cancel an appointment for unexpected reasons, but we respectfully request a minimum of 24 hours' notice. This helps ensure fairness and accessibility for all as this allows us enough time to offer the appointment to another student.

Please be aware of our policy regarding missed and cancelled appointments:

If you fail to attend 2 booked appointments within a 30-day period without cancelling 24 hours in advance, or you frequently book then cancel appointments, we reserve the right to restrict access to further appointments. This is to ensure we can support as many students as possible.

How to get the most from Careers and Employability Services

Remember that, although we can help you navigate your future, in order to achieve your goals, you will need to be prepared to take on the task of managing your own career, which could include:

- Making decisions about your career and life planning.

- Doing your own research into opportunities available to you, using any tools we provide as a useful starting point.
- Being aware that career planning takes time and results are not always immediate – and the next step could lead to a new set of options to consider.

To maximise the benefit of individual consultations, should you request one:

- Provide as much information as possible to enable us to book you a suitable careers consultation and subsequently keep your arranged appointment(s).
- Be open to ideas and share enough information about your circumstances, skills and experience to enable us to support you fully.
- Work towards the goals and actions agreed during your career's consultation.
- During consultations we will treat you with courtesy and respect and we expect students to do likewise. Notify us as soon as possible if you have any concerns or dissatisfaction with our service.
- Provide us with feedback about the 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.
- Adhere to the requirements of the Student Charter and Student Policies and Regulations. They include details on The Open University's Data Protection & Privacy Policies, Safeguarding & Prevent Policy and the Fitness to Study Policy which outline our requirements and boundaries of support.

Our service standards

We work to:

The Open University Student Charter Values

[The Student Charter](#) was developed jointly by The Open University and the OU Students Association. It is a declaration of our shared values and the commitments we make to each other. This document has been developed with the Student Charter values as its foundation.

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 Complaints and Appeals procedure](#).

Our ethical approach and sustainability commitment

As an impartial service, we aim to help all eligible OU students achieve their career goals, without judgement. Above all, we are guided by their needs, whatever their interests and opinions, backgrounds and differences, ethnicity, abilities and disabilities, mental or physical health conditions. We support students pursuing sustainable career pathways and we are embedding sustainability in our careers resources and support. We build connections with a wide range of employers, focusing on those who:

- Represent sectors matching the interests of OU students and alumni.
- Value different perspectives, skills and lived experiences.
- Have explicit diversity and inclusion aims, policies and programmes.
- Offer sustainable career pathways.

We comply with the Graduate Futures Institute Code of Ethics (professional body of UK university careers and employability specialists), which requires impartiality, and with the Higher Education Freedom of Speech Act 2023.

Commitment to Equality, Diversity, and Inclusion at The Open University

Our commitment to equality and inclusion is embedded in all that we do and reflects our mission to be open to people, places, methods and ideas. We celebrate diversity and the strengths that it brings, whilst challenging under-representation and differences in outcomes within our institution. We promote and manage equality and diversity to meet both our strategic goals and our statutory equality duties. We achieve this in many ways, including the development of inclusive policy.

Safe Space Reporting

The Open University is committed to creating a diverse and inclusive environment in which everyone feels safe and is treated with dignity and respect. Unlawful discrimination of any kind across The Open University will not be tolerated. Safe Space Reporting is available through [an online tool](#) through which staff, students, learners and visitors are encouraged to report incidents of assault, bullying, harassment, hate crime, or sexual harassment. It also provides information about what you can do if these incidents happen to you, or to someone you know, and where you can find support.

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

Or, if you are an OU student, contact us through the Careers Contacts page on the [OU careers website](#).

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.

Charity Statement

The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England and Wales and a charity registered in Scotland (SC 038302). The Open University is authorised and regulated by the Financial Conduct Authority in relation to its secondary activity of credit broking.

About this Document

Summary of Significant Changes since last version

The following changes have been made

- Paragraphs on the Student Charter and our Commitment to Equality, Diversity and Inclusion have been updated in line with the latest policy template.
- We have updated the text describing tools and resources in line with developments within the service.
- We have added new information to clarify eligibility for our services.
- We have added new information to communicate our ethical and sustainability commitments.

Policies Superseded by this Document

In April 2026, the Careers and Employability Services Statement of Service was updated with a minor change to replace the reference to AGCAS (Association of Graduate Careers Advisory Services) with Graduate Futures Institute Code of Ethics, the professional body for UK university careers and employability specialists.

Document Information

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Effective from December 2024

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