

University of Suffolk, Statement of Service for Careers, Employability and Enterprise Team

Students and Graduates

Our Mission

- The University sets out in its [Mission statement](#), that “...Our graduates will be confident thinkers and professionals ready for the world of work”.
- The Careers, Employability and Enterprise Team supports the University’s mission by providing impartial and equitable access and opportunities that will empower you to be confident in making decisions about your future and equipped to achieve graduate success.
- By 2026, we want to ensure that all students benefits from a meaningful interaction with the Careers, Employability and Enterprise team.

Who can use our service?

- All students (undergraduate, postgraduate taught (PGT) and postgraduate research (PGR)) studying at the University of Suffolk (Ipswich Campus, East Coast College and Suffolk New College).
- Graduates (alumni) from the University of Suffolk (Ipswich Campus, East Coast College, West Suffolk College, and Suffolk New College), can access career support for life. Services marked with an asterisk are not available to alumni.
- Students who are intercalating can still access our services through your University of Suffolk email account.

How can you access our support?

- The Enterprise and Careers Zone is based in L0.02 on the ground floor of the Library Building, Ipswich, and is open Monday to Friday, 9:00 – 17:00. We are closed on university closure days (between Christmas Eve and New Year's Day) and Bank Holidays. We may occasionally close for ad hoc periods to undertake essential staff training, and closures will be advertised outside the Zone.
- [Handshake](#) is your online careers platform, it is available to all students and graduates studying at the Ipswich Campus, East Coast College and Suffolk New College. Using Handshake, you can:
 - Book a 1:1 appointment with an Employability and Careers Consultant, a Placement Consultant or an Enterprise Advisor;
 - View and book upcoming events, workshops and fairs
 - Find and apply for jobs, internships, placements, and volunteer opportunities using the online job board.
- Email us at careers@uos.ac.uk. We will reply to your email within 3 working days.

What do we offer?

- For current students an overview of our complete service can be found on the [Careers, Employability and Enterprise, Student Hub](#) on Brightspace.
- [FutureMe](#) is our online careers resource hub, featuring hundreds of interactive resources including instant feedback tools such as [CV360](#).
- Jobs, placements, internships, and graduate opportunities can be found on [Handshake](#), as well as our physical Jobs Board in the Enterprise and Careers Zone.
- We have clear [Terms and Conditions](#), which employers must adhere to when advertising a vacancy with us.
- Events, workshops, Careers Fairs, and employer events can be found on [Handshake](#).
- For quick queries, you can come to the Enterprise and Careers Zone during opening hours or attend a scheduled drop-in, timings for which can be found on [Handshake](#).
- 1:1 Consultant appointments can be booked via [Handshake](#). Our appointments are 45 mins long and are fully accessible, offered in person, online (Teams) or by telephone. We offer appointments with the following consultants:
 - Employability and Careers Consultants: offer career guidance and advice appointments.
 - Placement Consultants: offer appointments to students who have a professional placement year or other embedded work-based learning (placements) as part of their degree course.
 - Enterprise Consultants: provide advice on starting your own business.
 - Additional appointments can be booked to discuss applying for the Inspiring Futures Fund (IFF)*, applying for a Micro-Placement*, and accessing our VR Headsets.

- Opportunities for paid work experience on Campus through our Micro-Placement scheme and externally through our STEP internships*.
- Support and mentoring for starting your own business through our Enterprise and Entrepreneurship support, including Masterclasses, Bootcamps, and access to specialist support to help you with your business goals.
- Enhanced support and targeted opportunities for students who might face additional barriers in working towards their next steps, through our Build your Future Scheme*.
- We will communicate with current students through a weekly Brightspace email and monthly Handshake newsletter, and you can follow us on our social media accounts: Facebook [@UniofSuffolkCareers](#), Instagram [@uos_entandcareers](#) and LinkedIn: [University of Suffolk Enterprise and Careers : Overview | LinkedIn](#)
- We will also sometimes send important email updates via Handshake or directly through the University's email system to make you aware of urgent information.
- Financial support towards extra-curricular work experience and Continuous Professional Development (CPD) through our Inspiring Futures Fund (IFF)*.
- Additional support for final-year students, transitioning from university, through our Gateway to Graduation Programme. This includes support around deciding on next steps, applying for graduate jobs or further study.
- The opportunity to develop your “soft skills”, using our Virtual Reality Headsets and the [Bodyswaps](#) platform.

What can you expect from us?

- We deliver a client-focused service that is supportive, friendly, impartial, and confidential. However, if we believe you may be at risk of harm or your safety is at concern, we may need to refer you to Student Support within the University.
- Access to our service is equitable, and we have a variety of targeted offers and programmes to ensure that those with additional barriers have fair access. Our service is delivered in line with the [University of Suffolk's Equality, Diversity and Inclusion Policy](#).
- We are members of the Association of Graduate Careers Advisory Services (AGCAS) and deliver our service in line with the [AGCAS Code of Ethics](#).
- We are members of [Enterprise Educators UK](#) (EEUK), and deliver our service to meet, and exceed, the expectations of EEUK members.
- All our careers' staff are experienced in careers advice or graduate recruitment, all hold or are working towards Careers and Teaching qualifications and are fully committed to their CPD.
- Our Enterprise Advisors, and external Entrepreneurs in Residence, are all experienced in their specialism within enterprise and entrepreneurship, and are fully committed to CPD.
- We will communicate with you in a professional and timely manner.
- A summary of any 1:1 appointments and/or interactions are recorded through Handshake and FutureMe, allowing us to stay up to date with how we have supported you across the service, and to support us in understanding the types of queries our students/graduates commonly have. This data is confidential and will not be shared outside of the team unless there is a Safeguarding concern or potential risk to life.

What do we expect from our service users?

- Be on time for appointments and events, whether these are being held in person or online.
- If you can't attend an appointment or event, please cancel your place as soon as possible on Handshake or email us at careers@uos.ac.uk.
- If you are late to an appointment, then your appointment may need to be re-booked or shortened.
- To engage with advice and guidance and undertake any preparatory work or agreed actions as discussed with the Consultant or Advisor
- To sign up to our careers platforms – [Handshake](#) and [FutureMe](#).
- If any follow-up work (e.g. questionnaire, reflection, case study), is requested as part of the process, this is actioned promptly.
- That you will communicate with us in a professional and timely manner.

Limitations to our service

We are unable to:

- Provide International Students with visa advice. Any visa advice should be directed to Internationaladvice@uos.ac.uk.

- We provide advice and feedback on CVs, applications and personal statements, but we do not proof-read or spell-check your drafting.
- You are not limited to the number of appointments you can book with us. However, we reserve the right to limit or restrict access to appointments if we believe that we have exhausted the help we can give you at the time, or you are not engaging with follow on work or research that needs to be completed before the next meeting.
- Provide references for jobs, placements or further study. The exception to this is for students who have completed a University of Suffolk Micro-Placement, or internship where you were employed within the CEE team.
- Offer specific investment or tax advice to those who are self-employed and/or running a business. Our Enterprise team cannot be specialists in every single business and sector and will offer you guidance to signpost you to the most appropriate professional agencies to support you with specific queries, based on the information you have shared with us.

Feedback

- We ask for formal feedback following all appointments and events you engage with us (apart from informal Zone drop-ins) via a survey hosted by Handshake. Please take the time to provide us with feedback on our service. You can also email us directly at careers@uos.ac.uk.
- If you are unhappy with any aspect of our service, please do raise it initially with the member of staff you are working with. If you are still dissatisfied, please contact Amy Carpenter, Associate Director Careers, Employability and Enterprise on A.Carpenter2@uos.ac.uk or follow the [University's Student Complaints Procedure](#)

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