Heriot-Watt Careers Advisory Service
Statement of Service

Heriot-Watt Careers Advisory Service’s mission is to equip students with the skills they will need to be able to choose and implement their carer choice.

What we offer:

- A dedicated website providing details of career options, occupational information, postgraduate study, finalist and graduate vacancies, jobhunting techniques, plus hundreds of links to other useful websites.
- A comprehensive programme of talks and workshops on careers topics delivered either as part of your Schools provision or on an open access basis
- Mock interviews and CV application form checks
- Individual career guidance consultations with professionally qualified staff either as part of our drop-in service or through a longer booked interview
- A Jobshop advertising part-time and vacation work.
- A series of careers fairs at which to network and explore a range of work and study opportunities
- Employer careers talks.

For a full list of the services we offer, please visit the homepage on our website: www.hw.ac.uk/careers

Equal Opportunities
All Heriot-Watt Careers Advisory Service staff are committed to promoting equality of access and treatment in education, employment, training and guidance, regardless of race, religion, gender, disability, marital status, social class, age or sexual preference. Forms of unlawful direct and indirect discrimination or unequal treatment or unethical behavior will be challenged.

Confidentiality and Data Protection
All guidance interviews are conducted in confidence. No information will be divulged to a third party with the client’s consent unless it is deemed to constitute a threat to that persons or another party’s safety case. The Quick Enquiry Service operated offered in our Information Room cannot for practical reasons guarantee complete confidentiality. If you would prefer to have your consultation conducted in private please let the adviser know and this will be arranged.

Who can use the Service:

- Current students of the University studying at a UK campus have access to the full range of service outlined above.
- Students studying at Approved Learning Partner (ALP) institutions and distance learners have access to online services but not one-to-one guidance or advice. Students at ALP should contact that institution to ascertain what is available to them.
- Part-time students of the University other than those studying for a part-time MBA.
- Graduates of the University up to two years after graduation*
- Graduates of other universities resident in Edinburgh and the Lothians within one year of graduation.
- We endeavour to assist Heriot-Watt students wherever they may be studying and have produced a series of tailored web pages specifically to meet the needs of independent distance learners and students at Associate Learning Partners: We cannot, unfortunately, provide individual guidance to such students.

Graduates and others not eligible for help from us should contact Careers Scotland
Current students of other universities should contact their own institutions careers service.

**Customer Service**

We aim to provide a high quality, comprehensive service that meets all your needs in a friendly, expert and timely manner*. All our staff are approachable, courteous, respectful, experienced, trained and committed to helping you. You are welcome to ask for further details about how we ensure our staff are competent. You will receive unbiased, accurate, up-to-date information and impartial, realistic advice in a service that is confidential, transparent, accessible and geared to your individual needs and circumstances. We welcome your feedback and will endeavour to respond to your comments as far as is practicable.

Our approach to guidance means that you can gain the skills and insights needed to manage your own career. By making use of the services and expertise available, you will be better able to understand your capabilities, become better informed about the career choices open to you and be better equipped to take the next steps towards a rewarding and satisfying career. We help you make the decision rather than make the decision for you. Similarly, we can’t actually get you a job but do our best to show you where to look and how to market yourself effectively.

All staff work to:

- the [Matrix Quality Standards framework](accreditation pending)
- the [Association of Graduate Careers Advisory Services (AGCAS) Code of Practice](which ensures confidentiality, transparency, impartiality and accessibility)
- the QAA [Code of Practice on Career Education, Information and Guidance (CEIG)]
- the Heriot-Watt equal opportunities policy [http://www.hw.ac.uk/personnel/services/equal.htm](http://www.hw.ac.uk/personnel/services/equal.htm)
- All staff providing guidance and teaching are professionally qualified graduates
- operate within the [Principles of Coherent IAG Service Delivery](which cover information, advice and guidance services to adults nationally);
  - operate within the Code of Principles of the [Guidance Council](, the body which grants professional accreditation to organisations working in information, advice and guidance);
  - operate within the of the body created by government to monitor standards in universities: the [Quality Assurance Agency (QAA)];
- follow the AGCAS [Equal Opportunities Policy]( and University Equal Opportunities policies.

*Timely means that you should have to wait no more than:

- 30 minutes to see an advisor at the drop-in service
- 3 days (5 if including a weekend) to book an appointment (for which there is an online booking system on our website);
- 24 hours for a reply to your email.
- 3 days for a reply to a complaint

**Costs and charges**

The Careers Advisory Service does not charge for any of its services to students and graduates.