

UCC Career Services – Our statement of service

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Our Mission: We help UCC students to achieve their career objectives by providing access to one to one careers advice and coaching, employability skills development classes, workshops and events, work experience placement opportunities and employment or postgraduate opportunities in Ireland and abroad.

Our Activities: We achieve our mission by:

- Providing one to one and group career advice and coaching to students.
- Working in partnership with academic departments and other University initiatives/units to deliver customised employability and career related workshops and events to meet the needs of the cohort of students of that department/initiative
- Administering work placement modules on behalf of academic programmes
- Providing Graduate Employers with opportunities to meet and communicate with UCC students and graduates so that our students and graduates can avail of employment opportunities both in Ireland and internationally.
- Making UCC students aware of a wide range of postgraduate study opportunities.

Service Description – UCC Students and Graduates

What you can expect from us: We undertake to provide a high quality service to UCC students which includes access to:-

1. Confidential and impartial careers and employability advice and guidance from professionally qualified staff.
2. Up to date careers and work related information with an emphasis on graduate job opportunities and post graduate programmes.
3. Opportunities for work experience placements and internships (paid and unpaid).
4. Opportunities to develop employability skills
5. Opportunities to meet with graduate recruiters through a comprehensive programme of events.

Access to services and facilities: Access to our facilities is available free of charge to all registered UCC students. Graduates are eligible to use Career Services resources for up to 12 months after graduation. Our online resources are open access to all. Telephone: 021 2500/2349. Email: careers@ucc.ie

Your first point of contact with the Service will normally be with a member of our Information Team in the service reception area. This staff member will deal directly with your enquiry or will refer you to the relevant member of staff as appropriate.

Location: The Career Services office is located at no. 3-4 Brighton Villas, Western Road (Beside Castlewhite Apartments). We are open from 9:00am to 5:00pm - Monday to Thursday and from 9:00 to 4:00pm Friday. See map: <http://www.ucc.ie/careers/employers/map.BMP>

Detailed service description: We provide five main Services to students and graduates

1. One to one Careers Advice and Guidance:

Careers advice is a key element of our service where we aim to provide accurate, impartial careers advice delivered by a qualified advisor and based on the individuals needs and circumstances. A number of options are available to students:

- Careers advice meetings by appointment with an experienced careers advisor where students can discuss a wide variety of topics from CV's to interviews to general advice on career paths.
- Careers advice is most effective when delivered face-to-face. Where a visit to the Career Service is not practicable (e.g. out of term) we will endeavour to facilitate students by the use of telephone or Skype. We are unable to offer in depth advice by email, however general queries can be emailed to careers@ucc.ie

You can make an appointment to meet a careers advisor on line at <http://www.ucc.ie/careers> at the "BOOK AN APPOINTMENT" section of the site.

2. Career and employability initiatives

- In partnership with academic departments and other UCC initiatives/units, the Career Services offers a suite of employability & career related classes and workshops called 'CAREER MATTERS'. These are employability and career related workshops customised to meet the needs of the cohort of students of that department/initiative
- Deliver general careers workshops over the academic year covering topics such as career planning, job search and the applications process. Details are available at www.ucc.ie/careers
- The UCC Works Award enables students to receive formal recognition for the learning gained from their involvement in extra - curricular activities inside and outside of UCC. The activities are categorised into three pathways
 - Internship Pathway: Unpaid working Internships with a campus organisation
 - Student Life Pathway: Contribution to enhancing student life in UCC by involvement in Clubs, Societies, Students' Union or other with on campus voluntary initiatives e.g. uLink.
 - Volunteering Pathway: Volunteering in organisations external to UCC

3. Provision of Information about careers, jobs and employers

- The Career information room at 3/4 Brighton Villas has a range of hard copy and on line careers information facilities.
- An E-Newsletter is sent out to all UCC Students every Monday during term time providing information regarding upcoming events, talks, and job vacancies.
- Careers Website www.ucc.ie/careers has comprehensive information about career paths, graduate destinations, job and postgraduate vacancies, useful links to other career sites as well as up to date information on all our activities, opening times, etc. This is a central information source for workshop hand-outs, links to employer information and video clips of milk round and jobs roadshow presentations.
- Social media: We post extensive information about jobs, events and other relevant items on Facebook – www.facebook.com/ucc.careers, Twitter – www.twitter.com/careersUCC , LinkedIn and YouTube.

4. Management of work placement modules on behalf of academic departments

UCC Career Services manages work placement modules on behalf of a number of Academic programmes. The service is responsible for all non-academic aspects of these modules. Placement managers based in the career services:

- Source relevant work based activities which meet the criteria of the module. This can include work experience of a paid or unpaid nature
- Make contact with and develop working relationships with employers, voluntary agencies and any other organisation that may be able to support the module by providing placement opportunities.
- Work with individual students as required to advise on individual placement preferences and support them in the successful acquisition of a placement
- Provide one to one career coaching, workshops and pre placement training to prepare students for job applications, interviews and basic workplace skills and etiquette
- Provide up to date information to academic partners regarding progress in placing the students and any other feedback which may be relevant to the on-going management and development of the module

Note: Career services staff are not responsible for any of the academic components or assessment of the module. We will advise and provide employer and student feedback to our academic colleagues in this regard.

5. Access to graduate employers and job opportunities

UCC Career Services promotes contact with employers and other opportunity providers in order to promote the skills and attributes of students and graduates of UCC academic programmes to those organisations. During the first teaching period, we organise a Recruitment Fair and a series of on campus employer activities. All events are advertised on ucc.ie/careers, in our weekly e-newsletter, on Facebook, twitter etc. these activities include:

- Recruitment Fairs provide opportunities for students to meet employers who want to recruit UCC graduates. A list of companies attending these fairs are published on the Career Services website at www.ucc.ie/careers/events
- Jobs Roadshows where a number of companies from the same sector come on campus for one evening. The purpose of the roadshow is to inform students about opportunities in the sector and to meet employers in the sector on the same night in a time effective manner.
- On campus company presentations where an employer will outline the opportunities in their organisations to students.

Our expectations from UCC students and graduates:

In order to offer a relevant, timely and high quality services, we ask that students:

- Show respect and courtesy to our staff, and be honest with us about your support needs.
- Give feedback, when requested, about your experience of the service so that we can evaluate and improve services provided.
- Attend workshops and presentations on time and contribute to discussion where appropriate.
- Consider what can be realistically achieved during a careers advice appointment (30 minute session) and attend appointments on time.
- Inform us as soon as possible if you are unable to keep an appointment to help us keep waiting times down to a minimum and make that time available to another student.
- Assist us in our work collecting information on graduates' career progression by responding to the graduate destinations survey which we conduct 6 months after graduation

Limitations of our Service

The Careers Service operates in a three-storey building without lifts. Alternative venues can be arranged for any clients with mobility problems or sensory impairment if appropriate. We would be grateful if you could give us as much notice as possible.

There is a wheelchair user parking space outside the building (in the Castlewhite Apartments car park) that clients with mobility problems may wish to use.

Working with Academic Departments to deliver employability skills development to students

UCC Career Services works closely with academic departments to support them in the development of employability skills of students in their academic programmes. This working relationship is focussed in two main areas

- **CAREER MATTERS:** These are a suite of employability and career related workshops customised to meet the needs of the cohort of students of a specific academic department/programme
- **Work placement:** Management of the non-academic aspects of placement modules including employer contact and acquisition of placement opportunities for students participating in accredited work placement or internship modules in an academic programme
- **First destinations of UCC graduates survey:** This annual survey about the employment and post graduate destinations of UCC graduates is conducted in the spring following graduation. It is part of the HEA 'First Destinations of Graduates (FDR)' Survey. Summary information is distributed to university managers, programme directors and other interested parties.

We also support academic departments and UCC initiatives/projects in a variety of other employability related initiatives as requested from time to time. Useful information in this regard can be found at www.ucc.ie/careers/staff

Working with employers of UCC graduates

UCC Career Services provides Graduate Employers with opportunities to meet and communicate with UCC students and graduates so that our students and graduates can avail of employment opportunities both in Ireland and internationally.

What employers can expect from us:

- A range of opportunities to promote your company and advertise your vacancies to UCC students and graduates in an efficient and cost effective manner. This includes the organisation of a recruitment fair, jobs roadshows, on campus presentations 'the milkround', vacancy advertisement, class mailshots, etc.
- Advice on most effective methods to promote your brand and opportunities to UCC students and graduates

Feedback & Complaints Procedure

The Career Services feedback and complaints policy and forms are available at <https://www.ucc.ie/en/careers/giveusyourfeedback/>