



# Statement of Service

The mission of Bath Spa Careers and Employability Service is to create opportunities that empower students and graduates to develop the skills, confidence, and vision for their personal and professional future.

We work in partnership with university staff and external organisations to deliver and student and graduate focussed Careers Service for all undergraduate and postgraduate students, as well as graduates for up to three years after course completion.



# Our Values

The service operates under several core values:

**Collaboration:** Working collaboratively across the university and externally on initiatives that will positively impact students and graduates, enabling them to navigate their professional future.

**Inclusivity:** Being an inclusive service that breaks down barriers to place equity at the heart of the work we design and deliver.

**Sustainability:** Applying a sustainability mindset reflect on and improve our service so that it is impactful and fit for the future.

**Respect:** We take time to seek out, listen to and appreciate different perspectives and recognise individual capabilities.



# Our Commitment to BSU Students and Graduates

We operate in accordance with the [Graduate Futures Institute Code of Ethics](#) policies and legislation, including the Equality and Diversity, Data Protection and Freedom of Information Acts, which guide and inform our work.

The Careers and Employability Service at Bath Spa University is dedicated to providing **high-quality, impartial, and accessible careers education, information, advice, and guidance.**

We aim to empower students and graduates to make informed decisions about their future through a wide range of support and resources, including:



# Our Services

- + **One-to-One Careers Coaching:** Tailored advice on CV writing, interview preparation, job search strategies, career direction, and exploring freelance or business start-up opportunities.
- + **Peer and Group Guidance:** Sessions designed to connect students with peers who share similar career interests and challenges, fostering shared learning and support.
- + **Events and Networking:** Employer-led events, workshops, and networking opportunities to help you build connections and gain industry insights.
- + **Job and Placement Support:** Assistance in finding internships, placements, part-time work, and graduate roles, including support for Professional Placement Year (PPY) students.
- + **Digital Resources and Online Tools:** Access to career planning tools, CV builders, interview simulators, and sector-specific insights.
- + **Graduate Support:** Tailored advice and guidance for recent graduates as they transition into the world of work.
- + **Specialist Support:** Dedicated support for international students, BSUL students, and other specific groups.





# What you can expect from us

As part of our commitment, all students and graduates can expect:

- + **Professional Standards:** A service that upholds confidentiality, impartiality, and equality of opportunity, delivered by staff who adhere to the AGCAS Code of Ethics.
- + **Accessibility:** Inclusive support for users with disabilities. We take reasonable steps to ensure full participation in all activities and can provide information in alternative formats upon request. If you require accessibility support, please contact us at [careers@bathspa.ac.uk](mailto:careers@bathspa.ac.uk).
- + **Expertise and Courtesy:** Access to trained and experienced staff with a wide range of commercial, industrial, academic, and professional expertise. Our team is approachable, welcoming, and committed to providing high-quality guidance.
- + **Clear Signposting:** Referral to other services or organisations where this may benefit your career development.
- + **Accurate Information:** A comprehensive range of resources, available both on campus and online. We strive to keep all information up to date—please let us know if you spot any inaccuracies.
- + **Transparency:** We are open about our funding and partnerships, which may include employers and external organisations. These relationships never influence the impartiality of our advice or services.

## **Our commitment to equity and inclusion**

We are committed to ensuring that all students, regardless of background, have access to high-quality careers support. We proactively work to remove barriers to employability and provide targeted support for underrepresented groups, including disabled students, care-experienced students, and those from lower socio-economic backgrounds.

## **Our commitment to ethics and sustainability**

Aligned with Bath Spa University's Sustainability Policy and Strategy, we are dedicated to minimizing our environmental impact and promoting responsible career development. We support students in making informed career decisions by providing transparency about employers' sustainability practices.

## **Continuous improvement and feedback**

We are committed to continuously enhancing our services by engaging with students, graduates, employers, and university staff. We welcome feedback and use it to develop and refine our provision to best meet the evolving needs of our community.





## How to access our services

**MyCareer:** is Bath Spa University's dedicated online portal designed to support students and graduates in their career development. It serves as a comprehensive resource for exploring **job opportunities**, accessing career services such as personalised **appointments**, and enhancing employability **skills** by access a suite of **on-demand** resources. If you have specific queries, you can use the "**Question**" feature to get responses from the careers team.

**In-Person Support** If you want a chat, you can also visit our Careers Space on the ground floor of Commons (opposite Costa) at Newton Park. We're open during term-time: **Mon-Fri 10am – 4pm**. Our friendly student Career Champions are here to help. They understand what you're going through and can guide you to the right resources and offer helpful peer advice.





## Who can access our services

**Students:** all current students studying at Bath Spa University and Bath Spa London campuses can access full support.

**Graduated in the last 3 years?** We still look forward to supporting you when you register for a [graduate account](#) on **MyCareer**. Please include your student number so that we can quickly verify your registration.

**Grad Support Unit:** If you graduated between 15 and 36 months ago, as a recent graduate, you can continue to receive support by registering for a [graduate account](#) and then the dedicated [Grad Support Unit](#) on **MyCareer**. Please note that the period between March to September tends to be a busy for appointment bookings.



# Partners

This Statement of Service does not relate to students, graduates and staff of institutions where Bath Spa University validates academic programmes.

We work in partnership with university staff and external organisations to deliver and student and graduate focused Careers Service for all undergraduate and postgraduate students, as well as graduates for up to two years after course completion.



# Confidentiality

We respect the right of individuals who use the service to be able to discuss or divulge matters of a personal or confidential nature with the full assurance that such information will be treated as confidential. Discussions with Careers staff will be treated in confidence and the content of discussions will not be shared with others outside of Careers unless this has been discussed and agreed with you.

In certain circumstances, Careers staff may have to make exceptions to the general rules of confidentiality.

- + **If we think there is a serious risk of harm to yourself or others**
- + **Where there is a legal requirement to disclose information.**

We understand that at times, you may be receiving support from any of our colleagues from other teams within the University and as such we occasionally work together to ensure you receive the most appropriate guidance and support. When this situation arises, we work with clients/students sensitively and in a timely manner whilst maintaining confidentiality.

Some of our appointment spaces are located in shared environments where full confidentiality cannot always be guaranteed. If you require a private setting for your discussion, please inform us in advance, and we will do our best to accommodate your needs.




## How you can help us to help you:



Careers staff are committed to supporting our students and graduates and have every intention to deliver high-quality, bespoke support. If we don't know the answer, we will find out and get back to you. However, there are times when our service is in high demand and so we would ask the following to ensure that we can deliver it as smoothly as possible for everyone:

- + During peak periods which are October and November, March and April, we may not be able to respond to your questions immediately and would ask for your patience and understanding regarding our five working day turnaround.
- + Contact us as soon as possible if you are unable to attend your careers appointment so that it can be made available for someone else. This should ideally be 24hrs ahead of your appointment but understand you may need to cancel at shorter notice.
- + Please ensure that you attend your appointment, on time.
- + Be prepared to talk and answer questions during the appointment so that we can establish how we are best able to help you and provide the appropriate level of guidance in accordance with your needs.

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- + If you are asked to carry out some further research or action before attending a follow-up appointment, ensure that you do this to make the most of the discussion and to develop yourself.
  - + We want to ensure a fair and accessible service for all and would stress the importance of acting upon advice and guidance to avoid overbooking appointments without carrying out previously agreed actions.

## Making the most of your appointment

- + If asked to carry out research or actions before a follow-up, complete these tasks to maximise the value of your next discussion.
- + We will provide detailed feedback on applications or queries; in return, we expect you to address highlighted areas before submitting another draft or asking additional questions.
- + To ensure a fair and accessible service for all, avoid repeatedly booking appointments without acting on previously agreed actions.



## Fair use

To ensure fair access to our services for all students and graduates, we may apply limits on appointment bookings where necessary.

- + **Missed or Cancelled Appointments:** If appointments are repeatedly cancelled at short notice or missed without prior notification, we may temporarily restrict the ability to book further appointments. This helps us maintain availability for others who need support.
- + **Respectful Interactions:** Our team is committed to providing the best possible guidance and support. We ask that all interactions are courteous and professional.
- + **Safety and Wellbeing:** If a member of staff feels threatened, unsafe, or experiences abusive behaviour during an appointment, they have the right to end the session immediately.

We appreciate your understanding and cooperation in helping us create a positive and supportive environment for everyone.



# Communication

We promote our services throughout the year to students and graduates via:

- + Newsletters on topical careers subjects and activities
- + Social media posts
- + LinkedIn
- + Media screens on campuses
- + Work within the curriculum
- + Dissemination through course teams.



# Feedback and complaints

We value your comments and suggestions from our students, graduates at any time as they are essential to helping us improve the Careers and Employability Service.

- + **Positive Feedback:** If you feel we are doing something well, we would love to hear from you.
- + **Constructive Feedback:** Honest and constructive feedback helps us shape the services we provide. You can share your thoughts at any time by completing our [feedback form](#) or emailing us at [careers@bathspa.ac.uk](mailto:careers@bathspa.ac.uk).
- + **Concerns or Complaints:** If you are dissatisfied with any aspect of our service, please speak to a member of staff who will do their best to resolve the issue promptly.

For formal complaints, please contact:

**Laura Ingham, Director of Careers and Employability**

Email: [l.ingham@bathspa.ac.uk](mailto:l.ingham@bathspa.ac.uk)

