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Wrexham University

Careers and

Employability

Service

Fair Usage

Policy

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Employability

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Wrexham University

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We operate a fair use policy to encourage fair and sensible use of our services. In addition to the Service Handbook this policy helps you to understand what to expect from the service and what we expect from you.

This policy may be subject to change. If you are unsure about the services available, please call the Careers and Employability Service Centre on 01978 293240.

We reserve the right to use our professional judgement to limit or refuse services (this includes any facilities in the Careers and Employability Service including, careers education sessions, guidance appointments, events, and access to Target Connect) if we feel we are unable to help you further, or if we feel you are not making progress with your career management, despite the help given.

At all times, current students and those who have achieved their award in the last 12 months will be given priority for appointments and use of the facilities, especially during busy periods.

Wrexham University Careers and Employability Service offers information, advice and careers guidance in good faith based upon information made available. Clients are responsible for making their own decisions based on advice given and/or any actions agreed with the Careers and Employability Service professionals.

We cannot accept responsibility for clients missing deadlines and closing dates.

It is the clients' responsibility to check terms and conditions of employment or offers for courses before signing contracts. This also applies to any monies paid out to join programmes (e.g., Programmes offering work abroad). Wrexham University cannot be held responsible for any monies paid out.

Using our Service Portal (Target Connect)

All current students are expected to sign in at least once a semester and set their preferences, provide a personal email address, and answer our Careers Readiness questions at the beginning of Semester One.

Self-directed learning pathways are there for users to commit to and to complete. Please contact the Service if you are needing support to complete a Pathway.

You must not share your careers portal account with another person, this constitutes a breach of the University, Information and Governance Policies. This includes sharing passwords or impersonating another person to gain access. Appointment allocations and event registrations may not be shared with or used by anyone else.

Your data in the careers portal

Your personal information in the career's portal includes information about your programme of study, phone and email contacts, appointment notes and any data you upload. E.g., a CV, application, or feedback form.

- The Careers and Employability Service processes personal information in accordance with all relevant data protection legislation. Further information about data governance at the [University](#).
- Personal information will be kept in the career's portal for up to 6 years from the end of the academic year in which you complete your course.
- Usage of a specific service /event/ pathway will be supplied to staff administering a degree programme or activity where usage of that service is an accreditation or academic requirement.
- The Careers and Employability Service will use your personal information to contact you regarding your appointments and careers related opportunities or events and how to access our services as a graduate.
- Your personal information is treated confidentially and with sensitivity and can be accessed by staff from the Careers and Employability Service. On an occasion that serious concerns are raised regarding your wellbeing staff may contact your school or other student support staff to ensure your safety.
- Statistical data on Careers and Employability Service Engagement may be shared internally within Wrexham University.
- We will not share data on the usage of a specific service, or event or activity where that would identify individuals. In these cases, we will suppress numbers under 5 or express the information at a higher level e.g., by school or discipline.
- We will not share details from appointment notes or reasons for visit or CVs, applications, or feedback forms where it would identify the individuals involved. (Unless there are serious concerns about your wellbeing, in this case other University departments and services may be contacted)

For more information, please see the University Privacy notice here:

Students

Graduates

Advice and Guidance Appointments

To make effective use of our services, students, and graduates are expected to take responsibility for their career management and career decision-making. This includes willingness to research options to make the most of events and appointments.

Careers professionals work with individuals to help them to reflect on their skills, abilities and preferences and explore the options available to them but cannot make decisions on an individual's behalf. If we feel we are unable to help you further, or if we feel you are not making progress with your career management, we reserve the right to limit the number of individual Advice and Guidance Appointments or withdraw the service from any individual.

Behaviour Whilst Using the Service

To enable us to provide an effective and equitable service to all our service users within limited resources, we expect our services to be used with consideration and respect for our staff and other service users. Instances of abuse and/ or rudeness will not be tolerated. We reserve the right to withdraw services from any student or graduate who abuses the service or service professionals.

We ask you to provide feedback after any interaction with our service. Please where you can, provide this so that we can improve our service for you and other users.

Behaviour Whilst Using the Service

Due to confidentiality the office is accessible only to members of staff at all times. If you have any queries, please go to ASK (ground floor of the Edward Llwyd Centre) and a member of staff will be happy to refer you to our service.

The Careers and Employability Service reserve the right to close for meetings/ staff development etc as this improves the quality of services provided, and we will endeavour to give as much notice as possible beforehand. However, events may arise where we have to give very short notice. If you are making a substantial journey to visit the University, please check you have an appointment with a careers professional before you set off to avoid any possible inconvenience.

Events and Working with External Organisations

Booking to attend an event must be done via the career's portal. Once you have booked to attend, we will expect to see you and welcome you to the event. If you wish to cancel, please let us know at least 3 days before the event so we can promote available spaces to others and where necessary inform guests including employers of non-attendance.

We would like to remind students and graduates that if you are attending one of our on-campus events, gaining work experience paid or unpaid volunteering or working or meeting with an external organisation, you are representing the university. The Careers and Employability professional team build and maintain good relations with employers and other organisations in order to provide opportunities to as many students and graduates as possible. Inconsiderate or negative behaviour can jeopardise your chances of future employment and also relations we have with external partners. Please try to be considerate at all times, especially in relation to timekeeping, attitude, and communications with employers.

From time-to-time employers will interview students, strictly by appointment and possibly on campus by arrangement with the Careers and Employability Service. If you book a time and date, please make sure that you attend leaving at least 10-15 mins before the interview. If you wish to cancel, please let us know at least 3 days before the appointment so that we can inform the employer (who may have travelled a long distance) and offer your space to someone else suitable. Remember as one of our students or Alumni, you represent the University and its values.

From time to time the Service may plan and deliver off campus events. Prior to the event, information will be given to you about the timetable of the event. Please read this carefully and decide whether the event is for you.

Please check that your timetable will allow you to attend. We would never encourage you to miss lectures. Please also check that you can commit the time and engage fully with the whole event.

Due to expenditure, we do have the right to charge those attending for travel costs and any other charges the event entails, where we plan and organise off campus, careers, and employability events.

Persons failing to turn up – for whatever reason – will not be refunded. Please let us know at least three days in advance if you are unable to attend so that we can offer your space to another person and reassess any the travel/ arrangements.



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