

## Service Standards

Careers and Placements (Student and Academic Services) is committed to providing all its customers\* with a first class service in an accessible customer focused environment. To achieve this, we aim to work in partnership with you to ensure that we deliver high quality and effective services.

### We will:

- Be friendly, approachable and professional, and ensure our staff are trained to provide a high standard of service, with membership of relevant professional organisations.
- Respond to all communications in a timely manner, signposting you to relevant support, opportunities and resources where appropriate. You can expect an initial response within three working days.
- Communicate with you using clear, concise and informative language, using a variety of channels, including online resources, email, phone and face-to-face to ensure all customers have access to our services
- Provide suitable spaces for advice appointments and interviews, refer to further support where appropriate and ensure that data shared with colleagues is done so within the bounds of the data protection rules and best practice
- Provide opportunities, including workshops, volunteering, internships and enterprise support for you to develop skills and gain experience to support your career plans
- Maintain a close working relationship with academic departments and external organisations to ensure that the support we offer is timely and relevant, and to identify new opportunities for collaboration and service improvement
- Provide high quality events, including recruitment fairs, sector events and networking opportunities to facilitate connections between students and graduate employers, and to develop students' understanding of their career options and the graduate labour market
- Provide an efficient service to employers, advertising vacancies, organising recruitment fairs, and facilitating opportunities for you to engage with University of York students, stating clearly any charges for services
- Actively seek and encourage customer feedback through a range of methods to continuously improve our services, and provide regular updates on action taken
- Advise all customers of our complaints procedure, should they feel that our service has fallen short of expectations.

\*Customer is hereby defined as groups we interact with in delivering our service. This includes students and graduates of the University of York, employers and stakeholders, and third parties we work with to enable/enrich the student experience.