

## RESPONSE TO CONSULTATION ON THE HE CAREERS SERVICES REPORT

This note provides the framework for consultation with the HE sector about the report of the review of HE Careers Services led by Sir Martin Harris. Copies of the full report, together with this framework and an explanatory letter, were sent to Vice-Chancellors or Principals of every university and HE College in England.

If further space is required, please feel free to use additional sheets of paper to enable you to reply in full.

Electronic responses are welcomed. The report, together with the consultation framework, are available on the DfEE website at the following address:

[www.dfes.gov.uk/hecareersservicereview](http://www.dfes.gov.uk/hecareersservicereview)

This questionnaire has been designed specifically to inform the work of the Joint Implementation Group which will be convened by Universities UK, the Standing conference of Principals (ScoP) and the Quality Assurance Agency for Higher Education (QAA). It therefore focuses on those questions addressed to the sector as a whole which the Group will take forward. Nonetheless, comments on other recommendations, and the report in general, are welcomed and will be taken into account in future developments.

Responses will not be acknowledged. Thank you for taking the time to complete the questionnaire.

Please tick this box if you wish your response to be confidential.

### FOR ALL RESPONDENTS

**Q1:** Are you responding on behalf of: **Only tick one box.**

- |                                    |                          |                     |
|------------------------------------|--------------------------|---------------------|
| i) HE Careers Service              | <input type="checkbox"/> |                     |
| ii) Higher Education Institution   | <input type="checkbox"/> |                     |
| iii) Further Education Institution | <input type="checkbox"/> |                     |
| iv) HE Sector Body                 | <input type="checkbox"/> | please specify..... |
| v) Other                           | <input type="checkbox"/> | please specify..... |

**Q2: (Recommendation 3, Page 21: The sector should define the core services that every Careers Service should provide to students and promote best practice in relation to Statements of Entitlement for students.**

**a)** Views are invited as to what the “core services” should be. (Core services should be taken to mean the minimum services provided by all HE Careers Services for their own students and, in effect, provide a definition of a Careers Service in terms of its help to students). Initial responses provided to the review suggested that the “core services”

might include the following elements. Please indicate whether or not you agree that these should be the “core services” and add any others which need to be included as essential core services provided by every HE Careers Service to its own students. Individual Careers Services may, of course, offer additional provision, as many Careers Services already do.

**i) provision of careers guidance;** agree  disagree

why.....

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**ii) providing, or facilitating access to, information on graduate careers and the labour market;** agree  disagree  why.....

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**iii) facilitating access to specific jobs, work placements and other work related opportunities;** agree  disagree  why.....

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**iv)** providing, or supporting, the development of career management and job seeking skills; agree  disagree  why.....

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**v)** others.....

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**b)** Recommendation 3 currently suggests that the sector should define the core services provided by HE Careers Services to students.

**i)** Given the diversity in arrangements, would it be better for the sector to define the services provided for students by the institution as a whole in respect of career education, information and guidance;

Yes  No

**ii)** comment.....

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**c)** if the sector was to define the core career services provided by the whole institution, what additional services would be included in the “core”?

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**Q3: (Recommendation 9, Page 22: The sector needs to agree the services which students are entitled to receive after leaving the institution. We recommend that all students (including those discontinuing their studies) should be able to use all the services offered by the Careers Service at the institution where they were enrolled, for at least two years after they have left the institution. Some institutions may want to extend availability of their services beyond two years, either on a fee-paying basis or as part of their strategy for maintaining links with alumni.)**

**i)** Do you agree that students should be able to access all the services offered by their Careers Service for two years after leaving?

Yes  No

**ii)** If no, what would you suggest? .....

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**iii)** Should there be a different entitlement for those who withdraw from the institution before completing their HE course, or should it be the same as for those who completed their course?

Different  Same

**iv)** If there should be different entitlements, what should the entitlement be for those who withdraw from the institution before completing their HE course?

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**v)** what, in practice, are you likely to do at your institution to implement this recommendation? .....

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**Q4: Recommendation 10, Page 22: The sector needs to review arrangements for delivering post-graduation provision through the mutual aid scheme, with consideration given to addressing possible resource inequalities across the sector. As a preliminary step, an exercise needs to be conducted to evaluate current arrangements by monitoring current use, building on earlier research in this area by the Careers Services Unit Ltd (CSU) and the Association of Graduate Careers Advisory Services (AGCAS).**

We would welcome suggestions,

**i)** relating to the proposed exercise to monitor current practice for delivering post graduation provision through the mutual aid scheme,

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**ii)** about the future resource arrangements for the mutual aid scheme.....

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**Q5: Recommendation 12, Page 24: The sector should define the core services that every Careers Service should provide to employers and promote best practice in relation to Statements of Entitlement for employers.**

**a)** Views are invited as to what the “core services” should be. (Core services should be taken to mean those provided by all HE Careers Services as a minimum and, in effect, provide a definition of a Careers Service in terms of its help to employers). Initial responses provided to the review suggested that the “core services” might include the following options. Please indicate whether or not you agree that these should be the “core services” and, if necessary, add any others which need to be included as essential core services provided by every HE Careers Service to employers. (Individual Careers Services may, of course, offer additional provision, as many already do.)

**i)** access to students for recruitment purposes, and to fill opportunities for work placements and other related opportunities. This includes routine advertising of vacancies, hosting of job fairs and other promotional events; agree  disagree

why.....  
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**ii)** provision of information on the skills and knowledge graduates have on leaving the institution, including employability skills, key skills and career management skills, either directly or by providing access to relevant tutors; agree  disagree

Why.....  
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**iii)** others.....  
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**b)** Recommendation 12 currently suggests that the sector should define the core services provided by careers services to employers.

**i)** Given the diversity in arrangements would it be better for the sector to define the services provided to employers by the institution as a whole in respect of career education, information and guidance.

Yes  No

(NB: There is no presumption that the answer will be the same as for recommendation 3.)

**ii)** comment.....  
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c) if the sector was to define the core career services provided by the whole institution, what additional services would be included in the “core”?

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**FOR INSTITUTIONS**

Statements of Entitlement describe the extent to which particular groups are entitled to access the help provided by the Careers Service. Statements of Entitlement also set out details on facilities, access arrangements, opening hours, website addresses, arrangements for disabled people and special needs groups, names of individual staff with specific knowledge or responsibilities etc.

**Q6: Recommendation 4, Page 21: Institutions should develop Statements of Entitlement for their students and recent graduates. Although there may be variation in entitlements across different student groups (for example, those studying at other institutions, at home or at work may have different entitlements to those studying on-site), all students should have Statements of Entitlement. Institutions should publish their performance expectations and achievements.**

What standards and/or level of service do you think are reasonable and can be included in Statements of Entitlement? –

i) standards/level of service for the institution’s current students.....

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**ii) standards/level of service for graduates from the institution.....**

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**iii) standards/level of service for those graduating from a different institution who approach the Careers Service for help**

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**iv) standards/level of service for students studying away from the institution (eg at an FE College, on a course franchised from, or accredited by, the HEI).....**

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**v) standards/level of service for those who have withdrawn from the institution before they have completed their HE course**

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**Q7: Recommendation 13, Page 24: Institutions should develop Statements of Entitlement for employers. They should publish their performance expectations and achievements.**

What standards of service do you think are reasonable and can be included in Statements of Entitlement for employers?

a) please specify suggestions for standards of service concerning employer access to students?

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b) please specify standards of service concerning provision of information on the skills and knowledge graduates have on leaving the institution?

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c) please specify standards of service for any other services

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## **OTHER RECOMMENDATIONS**

Q8: We welcome comments on any other recommendations and the report in general, especially practical suggestions for implementation.

Recommendation Number	Comment

Thank you for your comments. Please reply by Friday 27<sup>th</sup> April to:

Consultation Unit,  
DfEE,  
PO Box 12,  
Runcorn,  
Cheshire,  
WA7 2GJ.  
Telephone: 01928 794888.  
e-mail: [Consultation.Unit@dfee.gov.uk](mailto:Consultation.Unit@dfee.gov.uk)

## **Code of Practice on written consultation**

All UK national public consultations are required to conform to a set of criteria. The criteria are as follows:

Criterion 1: Timing of consultation should be built into the planning process for a policy (including legislation) or service from the start, so that it has the best prospect of improving the proposals concerned, and so that sufficient time is left for it at each stage.

Criterion 2: It should be clear who is being consulted, about what questions, in what timescale and for what purpose.

Criterion 3: A consultation document should be as simple and concise as possible. It should include a summary, in two pages at most, of the main questions it seeks views on. It should make it as easy as possible for readers to respond, make contact or complain.

Criterion 4: Documents should be made widely available, with the fullest use of electronic means (though not to the exclusion of others), and effectively drawn to the attention of all interested groups and individuals.

Criterion 5: Sufficient time should be allowed for considered responses from all groups with an interest. Twelve weeks should be the standard minimum period for a consultation.

Criterion 6: Responses should be carefully and open-mindedly analysed, and the results made widely available, with an account of the views expressed, and reasons for decisions finally taken.

Criterion 7: Departments should monitor and evaluate consultations, designating a consultation co-ordinator who will ensure the lessons are disseminated.

These criteria have been followed except:

Criterion 6. Although the Department is launching the consultation, it will be for the Joint Implementation Group to make decisions on the key issues. Nonetheless, we anticipate that all the requirements of this criterion will be met.