EMPLOYABILITY SERVICE: STATEMENT OF SERVICE (RECRUITERS) PROTOCOL

Related policies and supporting protocols

1   This protocol should be read in conjunction with the related Employability Service policy and protocols. Advertisers should also be aware of the requirements placed on recruiters, as displayed on the vacancy database registration page.

Definitions

2	Accepted students	Students who have accepted their place at The University of Law to study a postgraduate course and paid their deposit. Undergraduate students are considered 'Accepted students', for the purposes of the Employability Service from mid- August (Post-UCAS results release date) until they start their course.
3	Vacancy Database	The vacancy advertising function of the Employability Portal.
4	Recruiters	Organisations using the vacancy database, and any organisation or individual seeking to promote opportunities and/or raise their profile with students via the Employability Service.
5	The Employability Service	The Employability Service refers to the combined Careers and Pro Bono departments, as well as the resources and materials the Services makes available online.

Statement of Service
(Recruiters) Protocol

Introduction

6   The Employability Statement of Service (Recruiters) Protocol of The University of Law (the University) has been informed by the Quality Assurance Agency's (QAA) UK Quality Code for Higher Education, specifically the Advice and Guidance for Enabling Student Achievement. The QAA's Quality Code is the definitive reference point for all UK higher education institutions and sets out how academic standards are established and maintained and how the quality of learning opportunities are assured and enhanced. This policy sits within the University's Quality and Standards Code which provides a suite of policies designed to safeguard the academic standards of the University and to assure the quality of learning opportunities offered; this policy should therefore be read in conjunction with other relevant policies within the Code.

Responsibility for implementing this protocol

7   Responsibility for implementing this protocol rests with both recruiters and University Employability Service staff.

Scope of this protocol

8   This protocol covers the general working arrangements between recruiters and the Employability Service.

Services offered to recruiters and recruitment agencies

9   The Employability Service offers a range of services to recruiters, details of which can be found on our website: www.law.ac.uk/Recruiter/.

10   Due to the large number of recruitment agencies, and the potential overlap with the work of the Employability Service, a more limited range of services is offered to recruitment agencies.

11   All services, for recruiters and recruitment agencies, are offered subject to available resources within the service and based on the likely benefit to University students.

12   From the Employability Service, recruiters can expect:

12.1   an efficient, professional and courteous service;

12.2   a prompt response – a reply to enquiries within 2 working days.

13   From recruiters and agencies, the Employability Service expects:

13.1   a professional and courteous approach;

13.2   answers to reasonable questions that may be asked about the recruiter;

13.3   that recruiters comply with all relevant legislation including, but not limited to, equalities legislation, minimum wage legislation, and legislation or regulation governing the provision of legal service.

Complaints

14   In the event that a recruiter would like to make a complaint about the service they have received from the Employability Service, they should speak – in the first instance – to the person with whom they have been in contact, who will try to resolve any problem. If this does not resolve the problem, the complaint will be passed to the Director of Employability.

Version history:

Version	Amended by	Revision summary	Date
V1.0	Learning Support Officer	Initial drafting	24/07/13
V1.1	Head of Careers Service	QA review	30/07/13
V1.2	External Consultant	Coherence activity amendments	28/08/13
V1.3	VP – AGQS	Review	23/09/13
V1.4	Academic Registrar	Review	24/09/13
V1.5	Academic Board	Approval	03/10/13
V1.6	VP – AGQS	Sign-Off	19/12/13
V2.0	Head of Employability	Full Review	05/10/15
V2.1	Head of Employability	Full Review	31/1/20

V2.2	Registry Officer	Change to coding convention	23/03/20
V2.3	Senior Quality Officer	Further naming convention clarifications	26/03/20