

Creative Careers Policy

Responding to student/graduate complaints relating to employers recruiting via Creative Opportunities

- The Creative Opportunities website includes a disclaimer stating that Creative Careers does not accept responsibility for the contents of job advertisements or work placements publicised or subsequent contracts of employment.

Our disclaimer reads:

Whilst we check the wording all opportunities we publicise, to ensure that they do not contravene UK employment law or the University's own diversity policy, Creative Careers are unable to verify the details of job vacancies or work placements publicised in Creative Opportunities. This means that we work on 'trust' in terms of publicising what we hope, and believe, to be genuine opportunities for students and graduates.

Students and graduates apply to these vacancies/placements at their own risk and Creative Careers will not be held liable for any costs or damages incurred by applicants during employment, or whilst on work placement, with the companies publicising their opportunities on our website.

- All student/graduate complaints will be logged and included on our 'monitoring' spreadsheet. Complaints do not necessarily need to be in writing, but this is preferable. Details of student complaints remain confidential to Creative Careers and should not generally be made available to the employer concerned.
- We will offer help and advice to students/graduates in the form of an employment issues advice sheet which provides details of agencies who can provide assistance e.g. Own It, CAB, NMW Helpline, Disability Rights Commission etc.
- We also offer general support and advice to students and graduates by telephone and in 1-1 sessions, but will not attempt to intervene or mediate in individual disputes.
- We will remove vacancies/placements from Creative Opportunities immediately if we have demonstrable proof that the employer concerned has acted illegally in their recruitment or employment practices.
- If we receive three individual complaints (or two of a serious nature) from students/graduates regarding an employer using Creative Opportunities we will take a decision regarding the future publicity of their opportunities.
- If at any time we decide we can no longer publicise opportunities the company concerned will be informed of this in writing.

Policy checked: September 2009