



Yorkshire JobShops Project **REFERRAL POLICY**

The Yorkshire JobShops Project is a collaboration between eight Higher Education Institutions in the Yorkshire and Humber region.

University of Huddersfield – Project Leader
University of Bradford
University of Leeds
Leeds Metropolitan University
York St John University
Hull University
Sheffield University
Sheffield Hallam University

Each JobShop adheres to a Statement of Service and supports businesses as part of the Graduates Yorkshire Project by :

- Advertising temporary and part-time student jobs
- Providing an information and support service to companies
- Providing a vacancy matching service for employers of all sizes and sectors (some JobShops will charge for this service)

It is the policy of the Yorkshire JobShops Project for staff to act in the best interest of the client. Staff will endeavour to refer clients to the appropriate business support provider. **

Staff will use their expertise to make appropriate referrals from their knowledge of partners within their Regional Business Support Network, if at all possible and will refer to each organisation where relevant to the client.

Referrals are made to known professional business providers with their own Service Level Agreements and Statements of Service. If clients are referred to a third party, progress is monitored as part of the client review process.

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- Each JobShop will provide links to useful information and third party organisations where the information or service cannot be supplied by the Project;
- If an Employer contacts one JobShop in its own locality to advertise a vacancy but that University does not run courses in particular skill areas, that JobShop will refer the Employer to other JobShops running relevant courses and in some cases will act on behalf of the Employer to pass the vacancy details on.
- JobShop staff will refer companies to internal colleagues where appropriate, particularly as part of the business support network which runs on campuses.