



Andrea Wall, Job Shop Manager and Ali Bergstrom-Allen

## Student Employee Of The Year Award 2004

Ali Bergstrom-Allen, 23, has won the NASES National Student Employee of the Year Award for her achievement in combining University studies with her part-time job as a Quality Assurance Co-ordinator working at Babel Media Ltd Brighton.

Ali, a 2nd year student studying Multimedia & Digital Systems at the University of Sussex started work with Babel Media Ltd in April 2003 as a Part-time Functionality Tester but was promoted within four months to the position of Quality Assurance Co-ordinator, responsible for co-ordinating the input of over 20 individuals across five languages.

Algy Williams, Managing Director of Babel Media Ltd, was not surprised to see Ali win the Award. "If the qualifying standard is that the individual not only serves to support existing business functions, but also helps to further them, then Ali has no serious competition. It has been refreshing to encounter an individual who actively seeks to anticipate the needs of those around her. To achieve beyond average at Babel is hard enough, to do it on top of her degree course is nothing short of remarkable."

On being notified that she was the winner Ali said, "this is completely unexpected, I appreciate that I've won on behalf of a lot of students who have to work to survive University and I'm very thankful to companies such as my employers who are prepared to support students by providing job opportunities while studying."

Each year Student Awards are held on campus, institutional winners are put forward to their regional where regional winners are identified and the National Judging committee have the hard task of deciding the National winner.

NASES is currently reviewing SEOTY so if you have any comments you would like to make please email [pcull@liv.ac.uk](mailto:pcull@liv.ac.uk).

### CONGRATULATIONS TO ALL REGIONAL WINNERS

Christy McAleese  
Scotland & NI Region  
University of Edinburgh Service

Dawn Mannay  
Wales Region  
Cardiff University Service

Divya Cherian  
North East Region  
University of Newcastle

Peter Gibbon  
Midlands Region  
Loughborough University

Sarah Hammond  
North West Region  
Lancaster University Service

Emma Charlton  
South West Region  
Bath Spa University College

**The next Edition of the Newsletter will be out in December 2004, if you have any new, views or information for this issue please email [selfproj@liv.ac.uk](mailto:selfproj@liv.ac.uk) before the end of November 2004.**



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# NASES

National Association of Student Employment Services

September 2004

NEWSLETTER

supported by

department for  
**education and skills**

creating opportunity, releasing potential, achieving excellence

Following the completion of the SELF project in March 2004, DfES have provided interim funding to help NASES open a National office to continue the work of SELF, moving the reliance from external funding to a more sustainable future.

NASES has developed a Strategic plan incorporating the following aims:

- To support Student Employment Practitioners
- To further develop the student employment sector
- To support student workers
- To facilitate employers in recruiting students
- To maintain a NASES central office function

*Support Student Employment Practitioners*

To help practitioners develop their skills and services, facilitate networking opportunities and assist in the sharing of best practice.

<b>CPD</b>	<ul style="list-style-type: none"> <li>• Work in Partnership with AGCAS and NCWE develop Qualification in Work Experience</li> <li>• Introduce schedule of training programmes for 2004/5</li> </ul>
<b>Sharing Best Practice</b>	<ul style="list-style-type: none"> <li>• Update SELF project Publications on a regular basis</li> </ul>
<b>Events</b>	<ul style="list-style-type: none"> <li>• Annual Conference</li> <li>• Support Regional Activity</li> </ul>
<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>• Web Site</li> <li>• Quarterly Newsletter</li> <li>• Monthly e-news</li> <li>• Annual Report</li> <li>• Move mailbase to members only</li> </ul>
<b>Work Group Development</b>	<ul style="list-style-type: none"> <li>• International Students</li> </ul>

*Further Develop the Student Employment Sector*

To support the continued growth and development of the sector.

<b>Supporting the growth of New Services</b>	<ul style="list-style-type: none"> <li>• Develop bid to support the growth of SES in the FE Sector</li> <li>• Provision of Advice and Consultancy for start up services</li> </ul>
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<b>Quality Initiatives</b>	<ul style="list-style-type: none"> <li>• Review current codes of practise and develop systems for quality and continual improvement</li> <li>• Developing and adapting modern management tools and techniques to work effectively in the context of Job Shops</li> </ul>
<b>Research</b>	<ul style="list-style-type: none"> <li>• Conduct annual SES survey</li> </ul>
<b>Building Partnerships</b>	<ul style="list-style-type: none"> <li>• Continue to build partnerships with associated organisations such as AGCAS, AMSU, ESECT, NCWE, STEP and others</li> <li>• Continue to develop joint materials with partners such as TUC</li> <li>• Encourage knowledge and information share with international organisations and student employment organisations</li> </ul>
<b>PR</b>	<ul style="list-style-type: none"> <li>• Establish NASES as an authority on student employment</li> <li>• Raise awareness of student employment, skills development through press activity</li> <li>• Establish effective communication with political links</li> </ul>

*Support Student Workers*

To establish student employment as a valid source of work experience, assist students to recognise the skills they develop through work experience and to raise the profile of student workers and ensure their employment rights are maintained.

<b>Skills Development Activity</b>	<ul style="list-style-type: none"> <li>• Establish Morethanwork web site as the skill tracker for the part time/vacation job sector</li> </ul>
<b>Protecting Employment Rights</b>	<ul style="list-style-type: none"> <li>• Work with TUC, NUS and Uniservity to develop the student web site with information and links to support and help</li> <li>• Practitioner Training events</li> <li>• Update fact sheets and student Leaflets</li> </ul>
<b>PR</b>	<ul style="list-style-type: none"> <li>• Initiate more positive PR for working students</li> <li>• To establish student employment as a valid source of work experience</li> <li>• Recognise student employees through SEOTY</li> </ul>
<b>NSEW</b>	<ul style="list-style-type: none"> <li>• Employer contributions during this week</li> </ul>

*Facilitate employers in recruiting students*

To work with large multi-national employers and SMES to advertise vacancies to students with the aim to increase the quantity and quality of paid work experience opportunities available to students.

<b>Increase the quantity &amp; quality of Work experience available</b>	<ul style="list-style-type: none"> <li>• Liase with National employers</li> <li>• Establish relationships with employer organisations and Job Centre Plus</li> <li>• Launch web advertising scheme to employers and the concept to Job shops</li> </ul>
<b>PR</b>	<ul style="list-style-type: none"> <li>• Promote positive student employers</li> <li>• Recognise effective employers through SEOTY</li> </ul>
<b>Corporate Membership</b>	<ul style="list-style-type: none"> <li>• Introduce Corporate membership</li> </ul>
<b>NSEW</b>	<ul style="list-style-type: none"> <li>• Employer contributions during this week</li> </ul>

*Maintain a NASES Central Office Function*

Activity is currently undertaken by a dedicated team of volunteer NASES executive members but in order to ensure a

*NASES Chair Honoured*

**NASES Honorary Life Membership – Janet Dickerson, formerly Job Shop Manager, University of Essex.**

Janet Dickerson has been involved in Student Employment for the last eight years and has played an active part in the development and running of NASES, she was presented with NASES Honorary Life Membership at the NASES Conference in 2004 at APU.

As a pioneer of student employment Janet was involved in the forerunners to NASES both Workshop 7 and SEDG (Student Employment Development Group). She worked tirelessly to develop a National body and when established became Treasurer looking after the finances and keeping the association in the black.

In 2001 Janet hosted the NASES annual Conference at the University of Essex, the following year at the conference held

consistent and professional approach to members there is a need to bring activity under one roof.

<b>Office Base</b>	<ul style="list-style-type: none"> <li>• 3 year agreement with Liverpool University</li> <li>• Investigate links with Business Link and funding available</li> </ul>
<b>Association Management</b>	<ul style="list-style-type: none"> <li>• Reapply for Charity Status for Professional Association</li> <li>• Maintain NASES Services Ltd for income generation activity</li> <li>• Effective Planning</li> <li>• Develop Roles and Responsibilities for Exec Members</li> </ul>
<b>Ensure Financial Stability of NASES</b>	<ul style="list-style-type: none"> <li>• Maintain Monthly NASES Accounts</li> <li>• Maximise Income from a variety of sources; membership income, commercial activity, national web site advertising and sponsorship activity</li> </ul>
<b>Effective Communication with Members</b>	<ul style="list-style-type: none"> <li>• Quarterly Newsletter</li> <li>• Monthly e-news</li> <li>• Web Site Development</li> </ul>
<b>Recruit &amp; Retain Membership</b>	<ul style="list-style-type: none"> <li>• Annual Membership co-ordination</li> <li>• Maintain NASES Membership Records</li> <li>• Conduct Annual Membership Survey</li> </ul>



Janet Dickerson receiving her award from NSEA President Jackie Biron

in Manchester Janet didn't attend many events as she & Dominic Drane re-drafted, re-wrote, re-budgeted and revised the SELF Project bid. This was successfully achieved and the conclusion of the project is thanks to the support hard work and dedication of Janet as Chair of NASES.

NASES, the exec, the SELF office and certainly the Job Shop at Essex wouldn't be the same without her and she will certainly be a very hard act to follow. The Job Shop Sector loses Janet to Essex County Council.

## Work Experience Paves The Way To Top Graduate Jobs

New research conducted by the University of Manchester and UMIST Careers Service shows that an average of 70% of work experience placements lead to a graduate job offer.

The research gathered the experiences of 66 graduate employers including Accenture, ExxonMobil and HSBC, who recruit university students for year or summer placements. Placements are often used as a tool for pre selecting top students for graduate roles, however little published data exists to determine how successful this strategy is, or what proportion of an employer's annual graduate intake such students represent.

The survey posed a range of questions about employers' recruitment practices, including the numbers recruited and selection methods used. In addition, employers were asked about the proportion of students offered graduate jobs after their work experience, and how successful they were in attracting students back.

The most popular reason for offering work experience was recruitment into graduate roles (80%). Of the high proportion of students typically offered graduate roles, an average of 70% accepted, highlighting the confidence that both employers and students have in work experience, in determining their future employment relationship. Whilst larger employers (10,000+ employees) aimed to recruit a higher proportion of their students back, smaller organisations tended to be more successful in retaining students.

One engineering company commented: "We are always seeking good graduates as they are the future of the company, and if they have successfully completed a year out or summer vacation placement with us, we are then keen to offer a permanent position on graduation."

Scott Foley, survey co-ordinator commented: "The survey results provide a clear message -

“not only is work experience a great way for students to gain the skills employers want, but also gives them a good chance of securing a graduate job ahead of the milkround in their final year.”

For further information or a free copy of the survey, please contact Scott Foley, Student Workplace Manager at The University of Manchester and UMIST Careers Service via email [scott.foley@man.ac.uk](mailto:scott.foley@man.ac.uk) or tel: 0161 275 2828.

## NASES Membership Review 2004

As a membership organisation NASES relies of the support of its members to further develop the association. In March of this year NASES sent out a questionnaire to all members regarding membership costs and membership benefits.

Here is an overview of your comments and what we have done about them.

You said...

### You would like more training events...

...What We Did As part of the development of a qualification in work experience for practitioners NASES will shortly launch an annual programme of Job Shop Training activity in association with AGCAS and NCWE.

You said...

### You like attending Regional Meetings...

...What We Did To support Regional co-ordinators NASES have developed a specific training pack for them to help make Meetings really interesting, useful and MUST ATTEND events for members.

You said...

### You want to see tweaks in regional boundaries...

...What We Did NASES is currently investigating the best way to do this, likely to follow the RDA structure which will allow regional to apply for regional funding.

You said...

### You want a Handbook of Employer Contacts...

...What We Did We are investigating the feasibility of producing this publication and will get back to you.

You said...

### You want more best practice information...

...What We Did There is a directory of Best Practice Work Sheets on the members only section of the NASES web site and in addition to this NASES is developing an experts panel so if you need to speak to someone about Jobs Fairs we know just the person.

You said...

### Happy for membership fee to be increased...

...What We Did Sorry we have increased it! Well it was agreed at the AGM that the annual subscription would raise to £75 per Institution and the membership year run from January to December each year. The rate better represents the value for money that members receive & helps towards the costs of running the National Office for NASES.

You said...

### You want separate NASES members only mailbase...

...What We Did As well as the open mailbase [nases@jiscmail.ac.uk](mailto:nases@jiscmail.ac.uk) NASES is also to launch a closed members only mailbase [nases-members@jiscmail.ac.uk](mailto:nases-members@jiscmail.ac.uk)

You said...

### The FE Sector and students aged 16-19 to be included in NASES publications...

...What We Did NASES currently seeking an FE Expert on the Executive Committee to ensure the FE sector is represented.

You said...

### You want a NASES National Office...

...What We Did So do we! With all the initiatives that NASES is undertaking this is all in hand.

If you have any other ideas the NASES executive is keen to hear your views and welcomes your comments please email [exec@nases.org.uk](mailto:exec@nases.org.uk)



### Wednesday August 4th 2004

It's the summer holidays. Nice, easy couple of months stretching ahead of me. No one on campus, everyone taking it easy and recharging their batteries for the infamous induction weeks. Plan a lunch time trip to Brighton beach for a paddle.....in my dreams. Whatever happened to the quieter periods of the academic year that we used to look forward to?

Bit of background. The University of Sussex's student employment service was one of the first to be established. Three years ago we merged with the existing careers service to become the Career Development & Employment Centre (CDEC). The aim? To offer



Andrea Wall

students a complete service, combining vacancies and career planning, from day one. As Student Employment Officer I had dealt exclusively with part time and vacation opportunities. As Employer Liaison Manager I was now responsible for all vacancies and employer contact.



Our new student assistants arrive for their first day. Of the 7 students we employ on a permanent basis, all have graduated this summer. Not great timing on our part as we now have to recruit 7 more. My first couple of hours are spent with induction before I hand over to our I.T unit for the rest of the day's training.



It's time to tackle the emails. CDEC operates an online vacancy notification service and details of any new employer vacancies are passed on to me. Contact with these organisations gives me the opportunity to make them aware of other aspects of our service.

I arrange meetings with a couple of employers, one that I am going to visit in Brighton (not near the shops unfortunately) and one will come onto campus. The first is offering part time work and the other graduate opportunities. I head up a sizeable employer liaison team and feel very lucky that CDEC is committed to forging external links.

Next, it's time to look at our on-campus positions. Today I speak to our Student Support Unit, who are running an advert for note-takers for the autumn term, and our Centre for Continuing Education who are hoping to recruit postgraduate students for some evening teaching.



After lunch, a call comes in from an academic office – could we find a student for some clerical work tomorrow morning? After sifting through our database of students I find the one who isn't on the beach and willing to come in tomorrow morning. At £5.69 an hour it's worth missing a day's sunbathing.

My attention now turns to the two recruitment fairs we have coming up. There are still some invitations to be sent out and with the university recently adopting a new identity I am liaising with designers to create new publicity material for the event.

A quick half an hour on a guide I'm putting together for International Students before a team meeting and some urgent responses to emails from employers.



Just thinking I'll start winding down, it is the vacation after all, when the carpenter arrives to put up our award for our involvement with the winning Student Employee of the Year – I had to get that in. Oh and there's an article to write for Alison...



## Regional Update

By Dawn Botterill

As the new Regional Co-ordinator on the NASES Exec, I thought I'd take this opportunity to give an overview of my role, the work Regional Representatives will put in on members behalf over the coming year, and the value of attending regular Regional Meetings. I am following in the footsteps of Lesley Boyle, who is now NASES Vice-Chair, so have a hard act to follow after all the work she has put in supporting the Regional Reps over the last two years!

As you know, the NASES Executive work for the benefit of its members by raising the profile of the industry as well as acting on the issues that practitioner's face. It is vital that the NASES Executive can communicate to and receive feedback from its members and this is achieved through our Regional Representatives.

As the link from each Regional Rep to the NASES Executive, I will forward information to Reps regarding the progress of the NASES Executive and in turn shall ensure the Executive are aware of feedback as well as the issues affecting your region, whether this be through regional meetings, e-mail forums, or any contact with individual members who wish to have their voice heard.

### My specific job Description includes:

- To co-ordinate regional activity in accordance with NASES Constitution
- To maintain and update the NASES Regional Co-ordinator Pack
- Forward and receive feedback from/to the NASES Executive
- Keep relevant web pages on [www.nases.org.uk](http://www.nases.org.uk) up to date
- Administrative duties including holding copies of regional meeting minutes/agenda items
- As and when required write marketing material for the NASES regional review and other publications



### The role of your Regional Representative is as follows:

- Forward information from the NASES Executive onto your region
- Co-ordinate all NASES related regional activities such as National Student Employment Week and Student Employee of the Year Award
- Arrange regional meetings, 4 per year 1 at the National Conference
- Act as a link between the NASES Exec and the membership feeding information to both parties
- Encourage members within region to use [www.nases.org.uk](http://www.nases.org.uk) website
- Develop (where necessary) and maintain regional site
- Encourage new practitioners to join NASES
- Where possible attend NASES Executive Meeting

### Your regional representatives are:

#### North West

Rachael Gronert  
Business Bridge,  
Liverpool Hope University  
[gronerr@hope.ac.uk](mailto:gronerr@hope.ac.uk)

#### North West

Chris Ruffler  
Business Bridge,  
University of Liverpool  
[c.j.ruffler@liv.ac.uk](mailto:c.j.ruffler@liv.ac.uk)

#### Scotland & Northern Ireland

Nicola Houghton  
Stirling University Job Shop  
[jobshop@stir.ac.uk](mailto:jobshop@stir.ac.uk)

#### North East

Katherine Gibson  
University of Newcastle  
Student Job Shop  
[Job.Shop.Union@newcastle.ac.uk](mailto:Job.Shop.Union@newcastle.ac.uk)

#### North East

Val Bennett  
Northumbria University  
Student Job Shop  
[val.Bennett@unn.ac.uk](mailto:val.Bennett@unn.ac.uk)

#### Midlands

Sue Holton  
Oxford Brookes University  
Job Shop  
[jobshop@brookes.ac.uk](mailto:jobshop@brookes.ac.uk)

#### Wales

Annalisa Williams  
Go Wales, Cardiff University  
[WilliamsA5@cardiff.ac.uk](mailto:WilliamsA5@cardiff.ac.uk)

#### South West

Christine McCann  
University of Portsmouth  
Job Shop  
[christine.mccann@port.ac.uk](mailto:christine.mccann@port.ac.uk)

#### London & South East

Alex Hayes  
London Metropolitan University  
Employment Service  
[a.hayes@londonmet.ac.uk](mailto:a.hayes@londonmet.ac.uk)

If you need to know anything about NASES, want to know when your next regional meeting is, need to find out how to join the regional e-mailing lists on the NASES web site, or simply raise a students employment issue you feel strongly about with the Exec, contact your Regional Rep, or myself at [jobzone@bugs.bham.ac.uk](mailto:jobzone@bugs.bham.ac.uk)



[www.morethanwork.net](http://www.morethanwork.net), a student website, working for all working students

[www.morethanwork.net](http://www.morethanwork.net) is a new student focussed website to support students combining work and study. The site is managed by NASES and aims to continue the work of the SELF project in terms of raising the profile of student employment.

morethanwork has been developed in partnership with The Department for Skills and Education (DfES), NUS (National Union of Students), TUC (Trade Union Congress) and Uniservity.

The aim of the site is to assist students to identify their skills and competencies, to develop a successful C.V, understand their employment rights and contact their local job shop. Students simply sign up to [www.morethanwork.net](http://www.morethanwork.net) with a username and password receiving unlimited access to many benefits, including a personal diary, e-mail access and a skills tracker to begin developing their CV. The site is updated on a regular basis with employment issues, event dates and much more.

### Local Job Shop Access

The website promotes student employment services as the most responsible means for students seeking employment. All NASES members job shops are listed alphabetically on the site with direct links to each job shop.

### Student Employment Issues

Students will have access to a range of specific employment issues, including national minimum pay, holiday entitlement and guidance for international students wanting to support their studies. The site will seek to protect students by allowing them to understand their employment rights, reducing their vulnerability to unscrupulous employers who may exploit them as cheap and unprotected labour.

### CV and Skills

When students log into the site they can gain access to a skills tracker to develop and update their CV. The CV is then stored to enable students to keep referring to it as they further their work experiences to remove and add sections. This process will encourage students to reflect and articulate upon the skills they have gained through work and provides support for students to develop an action plan for future skill development.

Each Job Shop will have received information about the MTW web site and student promotional materials if you need any more information please contact NASES directly.



# NASES Annual Conference Review

By Ruth Owen, University of Aberystwyth

This year's annual NASES conference was an excellent opportunity for practitioners involved in student employment, graduate recruitment, placements, work experience and employability initiatives to catch up with colleagues and address the key issues and challenges facing the student employment sector. Organised to perfection, the Conference was extremely friendly, highly motivating and very enjoyable, with fun evening events enabling us to meet fellow practitioners from other parts of the country.

The Conference got off to a positive start with an address from APUs new Vice Chancellor, David Tidmarsh, extolling the virtues of student employment and lead straight into employer presentations from three diverse organisations. Delegates were then able to choose workshop activity which included: Elevator Sessions looking at key challenges Job Shops face today like convincing your Personnel department to advertise all student friendly jobs at the Job Shop first, each group came up with imaginative ways to tackle the issues; two sessions focussed on Employment Law followed with a question and answer session with an Employment Lawyer.

Wednesday morning started with a briefing from the Low Pay Unit regarding National Minimum Wage, followed by workshops focussed on training and marketing. After lunch at the NASES AGM, the Executive Committee updated the conference on their activity over the past 12 months and future plans, while the afternoon continued with more workshops covering web development, skills testing and developing people and performance.

The last day of the conference kicked off with an address from Chris Grayling MP, Higher Education Spokesman, Conservative Party, House of Commons – a lively debate

ensued which ended with Chris having a much better understanding of the student employment sector. The conference closed with more workshop activity giving delegates the opportunity to learn more about databases and customer service.

One of the highlights of the Conference was the Gala Dinner, where the National Student Employee of the Year was awarded to Anna-Lisa Bergstrom-Allen, a student at the University of Sussex for her achievements as a Quality Assurance Co-ordinator at Babel Media Ltd. The Silent Auction raised over £500 for the Guide Dogs for the Blind Association and a trainee Guide Dog was able to attend the dinner and receive the cheque on behalf of the Association. At the Gala Dinner NASES awarded two honorary Life Membership Awards to people who have influenced the student employment sector – John Sander for his early involvement in the development of NASES and Janet Dickerson, Job Shop Manager at the University of Essex for her contribution as Chair of NASES.

This is without a doubt a week very well spent at a conference which could not be more relevant for job shop practitioners. I came back to Aberystwyth brimming full of ideas, refreshed and encouraged by the fantastic work which is going on in the sector.

**A copy of the conference CD with conference and workshop presentations is available for £10 each from NASES (email [info@nases.org.uk](mailto:info@nases.org.uk)). The next Annual Conference will be held in Liverpool July 2005.**



Bidding hot up at the silent auction...



Chris Grayling with NASES Representatives

## SES Survey 2004

Each year NASES conducts an annual survey of job shops to provide an overview of the Sector and establish any industry trends. Here are the highlights from this year's survey – further details are available on the NASES web site.

- The Sector is growing with over 110 student employment services operating in 2003/4. This means that over 1.5 million students have direct access to a university run job shop (UCAS 2004)
- The most popular operating style is job centre with 78% of services working to this model. A dual service is operated by 11% and 9% function as a temporary employment agency.
- There is no uniform location for Job Shops within Institutions with approximately 58% located within Careers Services, 25% within Students Unions' and 17% in other locations such as retail, commercial services or student services.
- 53% of services make charges for some of their recruitment services.
- In 2003/4 Job Shops advertised 96,378 vacancies to students with over 77,000 students had registered to use Job Shops.
- The majority of services, over 88%, are used to attract students to their institution and are incorporated in PR and Marketing publicity such as Prospectuses and included on Open Day tours. However only 45% of services have a formal agreement with their institution to offer all student friendly vacancies at the job shop first.



John receiving his award from Janet Dickerson

## First Off Campus Job shop Manager Honoured

**NASES Honorary Life Membership – John Sander - the current International Officer, but previous Student Employment Manager, from the University of Sussex.**

The NASES Honorary Life Membership Award was introduced to recognise individuals who have played a significant part in the development of the Student Employment Sector, John Sander was instrumental in the development of NASES and opened the first Job Shop advertising off campus vacancies at the University of Sussex in 1992.

NASES would never have got off the ground without the determined efforts of some of the early student employment managers and John Sander was one of those pioneers. In fact John was involved at such an early stage that his own institution honoured him with an alumni fellowship award in recognition of the contribution he made in the setting up of the first student employment service to offer off campus employment. He was one of the original members of the AgCAS Student Employment Services Working Party and co-compiled the first SES survey.

He also served on a group called W7 – named after its workshop position in the running order of a student employment conference which later became SEDG (Student Employment Development Group), it was SEDG that gave birth to NASES.



## New NASES Executive Committee announced

### The new committee was elected at the AGM in Chelmsford.

The NASES Executive Committee aim to be representative of the student employment sector as a whole and include members from student unions, personnel and careers departments within HE & FE.

An opportunity is available on the committee for a member with experience of student employment in the FE sector. This will enable the committee to be more representative of the sector as a whole and incorporate the needs and views of all student employment services. Your commitment would be to attend NASES Executive meetings,

**Dawn Botterill**  
Regional Co-ordinator  
Job Zone Supervisor  
Guild of Students  
University of Birmingham

**Nicola Houghton**  
Secretary  
Job Shop Manager  
Stirling University

**Lesley Boyle**  
Vice Chair & Events  
Student Job Centre Manager  
University of Teesside

**Keith Mason**  
Business Advice and Agency  
Co-ordinator  
University of Hertfordshire

**Paul Cullinan**  
Co-opted Publications  
Pulse Manager  
University of Liverpool

**Christine McCann**  
Research  
Student Employment  
Co-ordinator  
University of Portsmouth  
Student's Union

**Dominic Drane**  
Chair  
Employment Bureau  
Manager  
Anglia Polytechnic University

**Annie Williams**  
Go Wales Employment  
Support and Action  
Manager  
Cardiff University

**Janet Halliwell**  
Treasurer  
Job Shop Manager  
Bolton Institute Careers

held quarterly at locations throughout the UK and NASES will contribute £200 per year towards your travel expenses. If you would be interested in being co-opted onto the executive committee please contact the SELF Office on **0151 794 4629** or email [selfproj@liverpool.ac.uk](mailto:selfproj@liverpool.ac.uk)

## Up Coming Legislation

An overview of forthcoming legislation coming into force on 1st October 2004 from the providers of the NASES members telephone help line – Croners.

<b>Area Legislation</b>	National Minimum Wage Amendment to National Minimum Wage Regulations 1999.
<b>Details</b>	Annual increase to the National minimum wage. £4.85 per hour – students over 22 £4.10 per hour –student workers aged 18-21 plus the introduction of a new rate £3.00 per hour for 16-17 year olds
<b>Area Legislation</b>	National Minimum Wage National Minimum Wage Act: Regulations to introduce new fair piece rate regime
<b>Details</b>	Output workers to be paid the NMW for hours worked or paid according to a 'rated output work' system
<b>Area Legislation</b>	Tribunal reforms Employment Act 2002
<b>Details</b>	Amendments to the Constitution and Rules of Procedure Regulations to modernise the tribunal system and improve efficiency
<b>Area Legislation</b>	Dispute Resolution Employment Act 2002
<b>Details</b>	Statutory disciplinary and grievance procedures to be established to encourage resolution of disputes in the workplace
<b>Area Legislation</b>	Disability Discrimination Disability Discrimination Act 1995
<b>Details</b>	Service providers to change access to premises
<b>Area Legislation</b>	Disability Discrimination Disability Discrimination Act 1995
<b>Details</b>	Removal of small employer exemption

NASES members can get further information about how this legislation will affect their job shop from the members only section of the NASES web site – simply log-in.

## Student Employment Services Help Students

By Christine Mordue, University of Durham

In summer 2003 we were contacted to advertise for students to work over the August Bank Holiday weekend at the Leeds Festival. This job was advertised as follows at the Universities of Durham and Newcastle job shops.



A casual job offering £60 a day for 3 days attracted several of our students who were still looking to make some money. Unfortunately that was just the start of a long protracted case to earn the much needed cash promised in the advert.

In mid to late September Durham Job Shop started to hear from students that they had not been paid. We know that sometimes it does take a while to process payment. So we asked the students to leave it with us to follow up. Then our detective work began.

After a telephone call to the festival main security contractor, we discovered that they had sub-contracted the job to a smaller security firm. They likewise had subcontracted to one of their former employees and he was our contact. The sub-contractor assured us that he had invoiced them for the students wages, that they had issued a cheque and they would have expected him to have paid the students within 7 days of receiving the cheque. Alarm bells began to ring.

Around the same time students from Newcastle Job Shop were also complaining that they had not been paid. Next an extremely unhappy parent rang to complain on behalf of his son with threats to take the case to Watchdog if his son wasn't paid soon. The parent's distress was understandable. We pointed out that we were anxious to do the best we could for our students, that we were in the process of following this up and we would try our best to ensure that the students received their rightful payment. We

certainly did not want bad publicity for student employment services. We spend our days trying to help students.

Many telephone calls were made between Durham and Newcastle Job Shops. We both took legal advice from within our own institutions and advice from welfare officers in our respective student unions. We were advised to take the case to the Student Law Office at the University of Northumbria. This office offers advice to members of the public by law students studying at the University of Northumbria as part of their training in law. It gives trainee solicitors the opportunity to take on real life cases before they qualify. We decided that this would be a good option and an appointment was made for us to meet two student lawyers.

The trainees listened carefully to our story, asked questions and finally concluded that they were almost sure there were sufficient grounds to take the case to an employment tribunal. They had to check with their supervisor, a practicing lawyer. In the meanwhile we had to contact our students and check whether they wished to proceed with the case. They were all keen to do whatever was necessary in order to receive the money for which they had worked so hard.

When the student lawyers contacted us confirming that their supervisor agreed it was a good case, we had agreement from all our unpaid students to proceed. Although this sounds easy, by that time the student workers were spread far and wide, including one who had finished his course and returned to China.

We had a few hairy moments when one of the security firms involved threatened to sue us, but eventually things worked out fine. The employment tribunal was held in December 2003 and early in 2004 we had confirmation from the Law Office that our students would be paid.

The young man, who had so enthusiastically recruited our students, but then failed to pay them, had not counted on the close and supportive network that exists within student employment services. He chose to ignore the students' legal rights to be paid for work done; the fact that he was dealing with intelligent people who were not going to accept breach of contract. Katherine Gibson, University of Newcastle SU and I were also terrier like in our persistence to see fair play for our students. We are indebted to the professional services of the University of Northumbria's student law office.