

Employability & Careers

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Statement of Service for Students and Graduates

Our mission is to develop talented and highly sought-after global students and graduates. We achieve this by delivering excellence in employability, career management skills and entrepreneurship support through practice-centred learning, placements and creating opportunities with local, national and international organisations.

We aim to:

- Enable students and graduates to take effective ownership of their careers and help them to develop resilience by supporting them through challenging selection processes to achieve success in a competitive global market.
- Facilitate access to local, national and international organisations to provide work experience, including the placement year, internships, volunteering, part-time work, mentoring and work shadowing in order to build knowledge and develop professional skills.
- Promote vacancies and opportunities to network and meet industry professionals through organising careers fairs, skills sessions and industry specific events in a variety of employment sectors.
- Work in close partnership with academic departments in order to embed employability within the curriculum at key points in the student-learning journey.
- Facilitate the development of accomplished graduates who are highly sought after by employers, thus establishing the University of Surrey as the preferred source of talent to organisations.

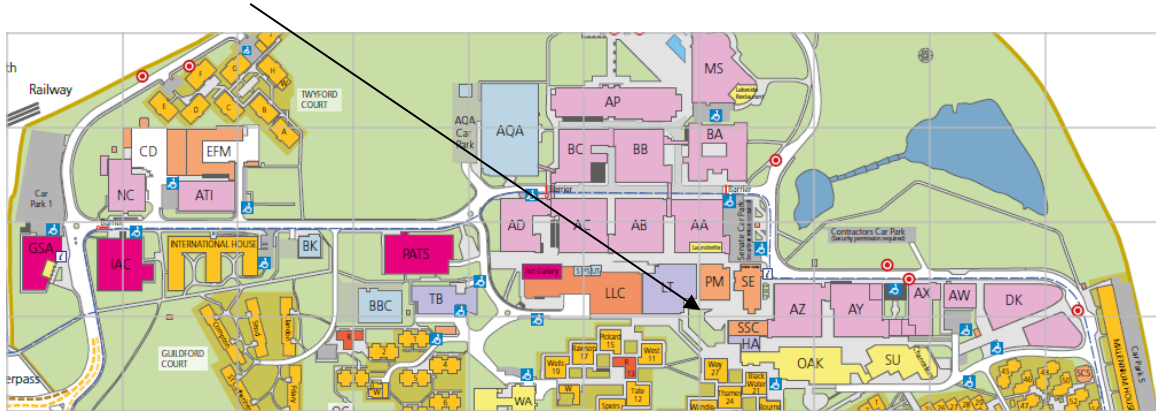
Who can use the service?

University of Surrey students; undergraduate and postgraduate and Surrey graduates who have completed their studies within the last three years are entitled to use the full service.

Alumni from the University of Surrey who completed their studies more than three years ago have lifetime access to all services with the exception of our one-to-one guidance service.

Where to find us

Employability and Careers operate from MySurrey Hive which is located in the Philip Marchant Building (PM), University of Surrey campus, Guildford:



Services we offer

Career resources

Information on careers, placements, employment, voluntary and development opportunities is provided online on Surrey Pathfinder, and through physical resources in the careers zone of MySurrey Hive. The information provided is relevant to current students and recent graduates. Online and displayed information is offered on a self-help basis.

Employability and Careers ensure that:

- Resources are maintained in an easily accessible form
- Student Engagement staff are available to assist clients and to refer them to a Careers Adviser where appropriate
- A range of appointments are bookable online or by telephone
- Email/telephone queries are responded to within 3-5 working days
- Resources are reviewed annually and kept up to date
- Resources are free from bias and comply with the University's Equality and Diversity Policies.

One-to-one guidance service

Current students at the University of Surrey; undergraduate and postgraduate, and Surrey graduates who have completed their studies within the last three years are entitled to receive individual advice and guidance from our team of professionally qualified Careers Advisers.

The service is available throughout the year including vacation periods.

Individual discussions are offered in two forms:

Quick Queries – short appointments of 15 minutes' duration. A Quick Query is intended to help you get started, identify further help you may need and provide advice on applications and CVs. This is available every day during term time and with a reduced service (typically 3 days per week) during vacations.

Guidance Interviews – longer appointments that can be booked in advance. This is an in-depth process, designed to help you to explore a range of options, to relate information to your own needs and circumstances and to make decisions about your learning, work or career. Your guidance appointment will be made with a Careers Adviser who is linked to your subject area, wherever possible. Guidance appointments can also be used for Mock Interviews.

We are only able to offer a maximum of **one appointment** (either a Guidance Interview **or** a Quick Query appointment) per working week.

In addition, we would not generally expect a student or graduate to book more than **FOUR** Guidance Interviews or Mock Interviews in the course of a single annual cycle unless there are special circumstances.

The Employability and Careers team ensures that:

- Any discussion with a Careers Adviser remains confidential and impartial in line with our Confidentiality and Data Protection policy
- Any records of your discussion with a Careers Adviser are available to you in accordance with our Confidentiality and Data Protection policy
- Any change or delay to your appointment is clearly explained
- Appointments for subsequent Guidance Interviews can be made.

We will respond as far as we can to telephone and email requests for information and are also able to offer Guidance Interviews by telephone. However, we are unable to offer in-depth guidance by e-mail.

Careers events calendar

Group sessions, speed networking and panel events are offered to enable students to develop employability and networking skills and broaden their career horizons. Employability workshops are delivered by visiting graduate recruiters and by experienced careers staff.

Most sessions are open to any Surrey students wishing to attend and include topics such as: choosing a career, CV writing, interview skills, assessment centre activities and aptitude tests. Students can access an up-to-date list of events on Surrey Pathfinder and these are also promoted via weekly email newsletters.

Contribution to academic degree programmes

Our Careers Advisers provide appropriate contributions throughout degree programmes, either in person, in conjunction with academic colleagues, or by supplying academic colleagues with appropriate tools and information to deliver sessions.

Sessions will include sharing information and insight on CVs, interviews and assessment centres as well as a range of employability skills. In some departments Careers Advisers will formally contribute to the preparation for placement year seminars and talks.

Contact with employers and other opportunity providers

Throughout the year Employability and Careers actively work with employers and other opportunity providers to understand their individual recruitment needs and help them to meet their business objectives through our talent pool.

- Vacancy information, including opportunity providers, is published on Surrey Pathfinder and is updated regularly in line with our vacancy advertising policy
- Careers Fairs are offered on campus for purposes of information and recruitment
- Publicity is provided for employer visits and events in the Employability and Careers Autumn and Spring Programmes available on Surrey Pathfinder, by e-mail newsletters, wider campus promotion and via social media (e.g. Facebook and Twitter)
- We will deal with private agencies representing employers **only if:**
 1. The employers have commissioned the agency to act on their behalf and the agency states which employer it represents, provides information about and interviews only for these employers.
 2. Employability and Careers is satisfied that such representation is clearly in the interests of students.

A full version of our vacancy advertising policy can be viewed on the Employability and Careers [website](#).

Expectations

Your expectations of Employability and Careers

We commit to operating within/to the AGCAS (Association of Graduate Careers Advisory Services) Code of Ethics and Membership Quality Standard.

Core Principles:

- Providing help and support to our students and graduates throughout their lifelong career journeys is at the core of everything we do
- Our guidance services are delivered by qualified staff, who proactively update their knowledge and skills to provide the most relevant and sector-specific advice possible
- Our services are impartial, inclusive and confidential
- All our activities are backed up by an ever-expanding network of professionally relevant contacts and partnerships with business and industry
- We're always working hard to improve and deliver the best possible service, advice and guidance to help you succeed in the world of work
- We adhere to the overarching principles of quality and continuous improvement, through the AGCAS Code of Ethics and Membership Quality Standard.

Our expectations

As a client of the service, we expect you to:

- Be proactive in seeking help, advice and guidance about your career
- Attend in good time for interviews and group sessions
- Inform us if you can't attend a pre-arranged appointment
- Complete any preparatory work requested prior to an interview or seminar
- Help improve service provision by providing feedback when requested
- Treat staff with courtesy and respect.

Facilities for disabled clients

We work closely with [the University's Disability and Neurodiversity Team](#) to provide support for students with disabilities. MySurrey Hive is wheelchair accessible. Information we produce will be made available on request, wherever possible, in large print. Other materials may be borrowed for use of specialist equipment. Signs, notice boards and materials we publish are produced in a clear font. Guidance interviews are also available via telephone.

Referrals

It is sometimes necessary to suggest the use of other MySurrey Hive services who may be better qualified to help you in certain circumstances.

Complaints

If you consider that we have failed to meet our commitment to you in any way or are dissatisfied with any aspect of the service we provide, please either:

1. Tell a member of Employability and Careers staff at MySurrey Hive
2. E-mail your comments to careers@surrey.ac.uk
3. Write to the Head of Employability and Careers, Frances Gow at f.gow@surrey.ac.uk

We will reply to your concern within five working days. If you have a complaint, which remains unresolved, it will be handled according to the [University's Student Complaints Procedure](#) (B7).

Confidentiality

Employability and Careers operates in accordance with the General Data Protection Regulation (GDPR) and Freedom of Information Act 2000 and respects your right to be able to discuss or divulge matters of a personal or confidential nature with the full assurance that such information will be treated with the utmost confidence. Employability and Careers guarantees that personal information which you might provide during the course of your involvement with Employability and Careers staff will not be disclosed to anyone outside the team without your express wish or permission, other than where there is a legal or duty of care imperative.

Equality, Diversity and Inclusion

Employability and Careers promotes and delivers services to clients regardless of race, religion, gender, disability, social class, age or sexual preference. All forms of direct and indirect discrimination will be challenged.

All our services are delivered in compliance with University's Equality and Diversity Policies.

Improvements

In line with our commitment to continuous improvement, we have systems designed to seek feedback on clients' experiences of our service. On a regular basis, we ask clients to complete a simple feedback survey to assess our performance. We request your co-operation if you are asked to complete our surveys, the results of which are regularly reviewed and acted upon.

In addition to this formal feedback, we are keen to have clients' views on any aspect of the service. Please use the Contact Us options on the footer of the [Employability and Careers website](#) or write to careers@surrey.ac.uk. We will reply within five working days should you require a response.

Revised: **October 2019**