

## Employability & Careers Centre

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## Statement of Service for Students and Graduates

### Employability and Careers Centre (ECC) Vision, Mission and Aims

#### **Vision:**

We deliver excellence in employability, career management skills and entrepreneurship support that contextualises employability in the student-learning journey through practice-centred learning, placements and study exchange to develop talented and highly sought-after global graduates and researchers.

#### **Mission:**

To provide an exceptional service to Surrey students, graduates and researchers, through facilitating the enhancement of employability and career management skills and creating opportunities with local, national and international organisations.

#### **We aim to:**

- Enable students, graduates and researchers 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 and thus establishing the University of Surrey as the preferred source of talent to organisations.

## Who can use the service?

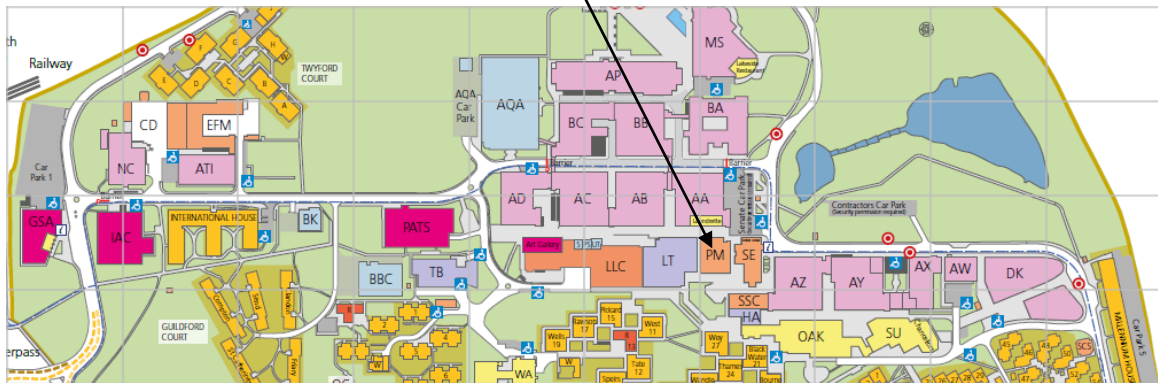
University of Surrey students; undergraduate, postgraduate and researchers and Surrey graduates who have completed their studies within the last three years are entitled to use the full service.

Alumni from the University of Surrey who completed their studies more than three years ago are still entitled to use all services with the exception of our one-to-one guidance service.

Students and Graduates from other universities may use our information services. They are welcome to visit our Careers Library to research files and publications and/or browse the ECC website. It may be possible to attend certain ECC events. Contact us for further details.

## Where to find us and opening times

The ECC is located in the Philip Marchant Building (PM), University of Surrey campus, Guildford:



ECC website: [www.surrey.ac.uk/careers](http://www.surrey.ac.uk/careers)  
University website: [www.surrey.ac.uk](http://www.surrey.ac.uk)  
Tel: 01483 689001  
E-mail: [careers@surrey.ac.uk](mailto:careers@surrey.ac.uk)

We are open Monday 10am – 5pm, Tuesday to Friday 9am – 5pm.

## Services we offer

### Career resources

Information is provided through a range of media on careers, employment, voluntary and learning opportunities. The information provided is relevant to the range of opportunities available to all of our clients. It can be accessed in the ECC and through our website. Both web-based and library information is offered on a self-help

basis. A guide to the Careers Library is available on our website and in the *Mini-Guide to the Employability and Careers Centre*.

The ECC ensures 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
- Email/telephone queries are responded to within three to five working days
- Resources are reviewed annually and kept up to date
- We strive to ensure that 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, postgraduate and researchers 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 service is available every day during term time 2-4.15pm and on Monday, Wednesday and Friday 2-3pm 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.

Students, researchers and recent graduates will be entitled to a maximum of one appointment (either a Guidance/Mock Interview or a Quick Query appointment) per working week unless there are special circumstances.

As a general principle, we would not expect a student or graduate to have more than four Guidance and/or Mock Interview appointments in an annual cycle.

The ECC 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 the Data Protection Act
- 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 are offered to enable students to develop employability and career management skills (for eligibility see '*who can use the service?*'). Presentations and workshops are delivered by visiting graduate recruiters and by experienced careers staff. Some sessions are prepared for specific departments and are advertised on the ECC website and by e-mail to relevant participants. Other sessions are open to any students wishing to attend and include topics such as: choosing a career, applications and CVs, interview skills, assessment centre activities and aptitude tests. A current list of the University-wide sessions is available on the ECC website.

### **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, 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, and occasionally will be part of the process for post-placement assessment.

### **Contact with employers and other opportunity providers**

The ECC actively promotes contact with employers and other opportunity providers throughout the year in order to market our students and graduates.

- Information on opportunity providers (employers, postgraduate courses, voluntary opportunities, placements, paid internships and other vacation opportunities) is provided and maintained in line with the guidelines under '*Career Resources*'
- Vacancy information is published through the ECC website and is updated daily
- Careers Fairs are offered on campus for purposes of information and recruitment. Details are provided on the ECC website
- Publicity is provided for employer visits and events in the ECC Autumn and Spring Programmes available on the website, by e-mail, and via social media (e.g. Facebook and Twitter)

- Accommodation for employers conducting selection interviews and tests can be offered on campus
- 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. The ECC 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 ECC website.

## **Expectations**

### **Your expectations of the Employability and Careers Centre**

We operate in accordance with the core principles set out in the AGCAS (Association of Graduate Careers Advisory Services) Code of Practice.

#### **Core Principles:**

- We provide a student-centred Employability and Careers Service.
- We seek to establish collaborative partnerships and networks with our stakeholders, in order to deliver high quality services.
- Our advice and guidance services are delivered with impartiality and confidentiality to our students, graduates and researchers, supported by appropriately qualified staff.
- Working with colleagues and stakeholders, we ensure an inclusive approach to delivering services in support of the equality and diversity policies.
- Adhere to the overarching principles of quality and continuous improvement, through the matrix quality standard for information, advice and guidance services.

### **Our expectations of users**

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

- Be proactive in seeking career resources and guidance
- Attend in good time for interviews and group sessions
- Inform the ECC if they are unable to attend a pre-arranged appointment
- Complete any preparatory work requested prior to an interview or seminar
- Help improve service provision by taking part in evaluation activities
- Treat staff with courtesy and respect.

## **Staffing**

Our staff are trained for their particular roles and participate in appropriate professional development to reflect the needs of our users. Training courses

attended by staff over the last five-year period are listed in the ECC Annual Report which can be viewed on the website.

### **Facilities for disabled users**

Close liaison is maintained with the University's Additional Learning Support Department to provide support for students with disabilities. The ECC site is wheelchair accessible. Information which is produced by the ECC 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 published by the ECC are produced in a clear font.

### **Referrals**

It is sometimes necessary to suggest the use of other services such as the Student Support Services who may be better qualified to help you in certain circumstances.

In every case, the decision to pursue such a course of action would be yours entirely. Under no circumstances would we divulge your name or any other information about you unless you specifically requested that we do so.

### **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 staff at the reception desk in the ECC
2. Use the link on the Home Page of the Employability and Careers Centre website to e-mail your comments to us
3. Write to the Director of Employability, Keith Herrmann, at [k.herrmann@surrey.ac.uk](mailto:k.herrmann@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**

The ECC operates in accordance with the Data Protection Act 1998 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. The ECC guarantees that personal information which you might provide during the course of your involvement with ECC staff will not be disclosed to anyone outside the Centre without your express wish or permission, other than where there is a legal or duty of care imperative.

## **Equal, Diversity and Inclusion**

The ECC 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 users' experiences of our service. On a regular basis, we ask users to complete a simple feedback survey to assess our performance. We request your co-operation if you are asked to complete our survey, the results of which can be found in the '*About Us*' section of the ECC website, under '[Quality Survey](#)'.

In addition to this formal feedback, we are keen to have users' views on any aspect of the service. Please use the Contact Us link on the Home Page of the ECC website or write to [careers@surrey.ac.uk](mailto:careers@surrey.ac.uk). We will reply within five working days should you require a response.

Revised: **September 2017**