

CAREERS SERVICE

Report for the Academic Year 2009- 2010

KEY POINTS

- **The University of Surrey had the highest Employment Performance Indicator (96.9%) for graduates obtaining first degrees from UK Universities in 2009. We achieved a 6.9% higher performance than that predicted by our benchmark (90.0%)**
- **Employer interest in Surrey students continued unabated despite the recession. The Careers Fair attracted 94 organisations and a further 108 separate employer events were hosted on campus.**
- **Careers Service staff delivered 117 talks and workshops attended by a total of 4043 students.**

Careers Service Mission Statement

The purpose of the University of Surrey Careers Service is to:

- Support students and graduates in the career planning process by providing a range of appropriate careers education, information and guidance services.
- Provide opportunities for students to meet employers and access vacancy information.
- Collect, analyse and disseminate graduate destination data.
- Assist the University in promoting its courses and graduates.
- Maintain, develop and monitor the quality of service provision.

This Report summarises the means by which and the extent to which these objectives were met during the academic year 2009-2010.

Objective
Support students and graduates in the career planning process by providing a range of appropriate careers education, information and guidance services.

Departmental Careers Talks Programme

Table 1

Faculty of Arts and Human Sciences

Level 1

Theatre Studies MBTI (part of Career Years project)	17
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Level 2

Economics placement CV	45
Psychology/Sociology (Psychology only)	90
Sociology	40
English lecture - What can you do with an English degree?	50
English lecture - Relating personality to career choice	50
English lecture - How to find a job/placement	50
English lecture - CVs and covering letters	40
English lecture - Interview techniques	30
English workshop – Personality and career choice x 3	40
English workshop – Researching a career x 3	40
English workshop – CVs and covering letters x 3	40
English workshop – Interview techniques x 3	10
Languages returners welcome/intro to careers	40
Languages – Interviews	35
Languages – CVs and covering letters	24
Politics CVs and Application Forms (Levels 2, 3 and MA)	40
Personality and Career Choice (Levels 2, 3 and MA)	30
Speed Networking Event (Levels 2, 3 and MA)	60

Level 3

APS /Psychology	25
Dance	15
Dance careers questions (any topic!)	7
Culture, Media and Communication	6
Languages CV session	15
Sociology and Media	20

Masters

Forensic Psychology	25
Health Psychology	10
Psychology - CVs and applications	10
Social Research Methods	25
Translation – CVs and applications workshop	20

Faculty of Engineering and Physical Sciences

Level 2

Computing (interview skills)	15
Electrical and Electronic Eng / Physics - interviews	25
Electrical and Electronic Eng - Presenting your skills (EDPS)	80
Electronic Engineering workshop on CVs x 2 (EDPS)	80
Electronic Engineering workshop on Assessment centres x 2	80
Maths and Computing CV Writing	30
Maths Interview Skills	20

Levels 3 and 4

Chemical & Process Eng	50
Electrical and Electronic Eng	5
Mathematics	30
Mechanical Engineering	5
Physics	30

Masters

Electrical and Electronic Eng	12
Env & Radiation Protection	25
Radiation Detection and Instrumentation	8
Medical Physics	16

Faculty of Health and Medical Sciences

Level 2

Chemistry	30
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Level 3

Biochemistry (inc Mol Biol)	10
Microbiology	30
Nutrition and Food Science	45
Chemistry	35

Masters

Toxicology	15
Environmental Strategy	60

Faculty of Management and Law

Level 1

SoM pre-placement preparation workshop x 2	48
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Level 2

SoM Returners Day (students across all disciplines)	450
SoM Interview skills workshop x 2	66

Level 3

SoM Returners Day x 2 (without placement), all disc	300
SoM Returners Day L3 (after placement)	170

Masters

SoM PG welcome talks x 4 across all disciplines	267
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Grand totals

FAHS	949
FEPS	531
FHMS	225
FML	1301
Total numbers attending	3006
Number of talks	59
Average attendance	51

Note: The delivery of the Level 2 English modules was made possible by generous funding from SCEPTRÉ

Other talks:

Table 2	
Chinese Students and Scholars Association	80
Student Advice: Discrimination Week - International students	7
Student Advice: Discrimination Week - Disclosure	15
Successful Applications x 2	55
Postgraduate Courses and Awards	25
FAHS Arts Careers Evening for prospective students	100
Postgraduate Open Day talk to prospective postgraduates	100
Total numbers attending	382
Number of talks	7
Average attendance	55

Lifting the lid

These talks were designed to assist Level 2 students in making effective and informed choices regarding placement opportunities.

Table 3	Lifting the Lid Talks	
Finance		14
Human resources		12
Marketing		21
Media		6
Science		20
Engineering		8
Total numbers attending		81
Average attendance		14

Skills Training

These enabled students to practise job-hunting skills and exchange views and information.

Table 4	Skills Training	
Getting Started		18
Personality & Career Choice		8
Assessment Centres		10
Assessment Centres		9
International Students - Interview Technique		4
International students CVs and application forms		23
Accessing the Hidden Job Market		15
Personality and Career Choice		8
Assessment Centres		9
Accessing the Hidden Job Market		7
Total numbers attending		111
Number of sessions		10
Average attendance		11

Guidance Interviews

Table 5	Guidance Interviews	
Current students		1035
Recent graduates (2010)		77
Previous graduates		105
Staff		27
Graduates from other universities		5
Total		1249

Graduate Career Club

Thirteen graduates attended for two and a half days of free workshops in order to build their job-seeking skills and confidence. This joint venture with the Alumni Office was carried out with generous support from the Annual Fund.

Quick queries by e-mail and in person

Approximately 600 email enquiries were answered many of which constituted the equivalent of a guidance interview. A further 588 students used the Quick Queries service which facilitated access to an adviser for up to 15 minutes.

Aptitude Tests

The licence to use an on-line aptitude test was renewed.

Roberts Funding

Continued funding under Roberts provision enabled the Careers Service to provide an extensive service of guidance interviews, talks and workshops for PhD and contract research workers.

Table 6	
Postgraduate Researchers Workshops	
Careers Inside/Outside Academia (2)	26
Career Choice and MBTI (2)	11
CVs and Applications (3)	26
Interview Skills (4)	38
Effective Networking for Job Hunting (4)	28
Induction FML (1)	22
Induction FEPS (2)	53
PGR Tourism Programme (2)	23
Postgraduate Open Event Presentation (1)	100
Total numbers attending	327
Number of workshops	21
Average attendance	16

Table 7	
Postgraduate Researchers - 1:1 sessions/emails	
Vocational Guidance Interviews	90
Quick Queries	22
Email enquiries - long	100
Email enquiries - short	100
Telephone discussion	1
Pre-entry PGR at Postgraduate Open Event	12
Total numbers	325

Table 8	
Postdoctoral Staff Workshops	
Careers Inside/Outside Academia (3)	33
Career Choice and MBTI (1)	4
CVs and Applications (3)	29
Interview Skills (4)	45
Effective Networking for Job Hunting (3)	25
Total numbers attending	136
Number of workshops	13
Average attendance	11

Table 9	
Postdoctoral Staff - 1:1 sessions and emails	
Vocational Guidance Interviews	37
Quick Queries	2
Email enquiries - long	109
Email enquiries - short	92
Total	240

Table 10	
Staff - 1:1 sessions and emails	
Vocational Guidance Interview	6
Email enquiries – long	6
Email enquiries – short	19
Total	31

Objective
Provide opportunities for students to meet employers and access vacancy information.

Employer Presentations

Table 11	Employer Presentations	
3M		20
BAE Systems		19
BUNAC		31
BUNAC		22
BUNAC		17
BUNAC		60
BUNAC		71
Capgemini		20
Carluccios		6
Civil Service		26
Computer 2000		10
Connections Recruitment		5
Cool2Care		6
Escapist Games		2
Foster Wheeler		28
Frontier		17
Huawei Technology		11
IBM		85
IBM		40
ICEAW		27
Intercontinental Hotel Group		47
JET		9
Lidl		22
Louis Hotels		5
Microsoft		61
Penta Consulting		4
PWC		90
Procter and Gamble		24
Punch Pubs		1
Research in Motion		40
Research in Motion		45
SEO London		39
Taste Trends		15
Teach First		11
Teach First		9
Actuarial Recruitment Company		7
Actuarial Recruitment Company		11
Chartered Insurance Institute		9
Fulbright Commission		13
Total number attending		995
Total number of presentations		39
Average student attendance		26

Employer Workshops

Table 12	Workshop/Employer	
	A Career in Teaching – St Marys	16
	Becoming a Barrister – James Wakefield	20
	FCO – John Benjamin	56
	College of Law Taster Session	7
	Getting into teaching – St Marys	20
	Business Etiquette – Allianz	29
	Winning CV's – Autodesk	36
	Making yourself visible on the web – Autodesk	21
	Interview Skills – Autodesk	51
	CV Writing – Autodesk	56
	Internet friendly CVS – Autodesk	55
	Securing a job in banking – Benedix	51
	Dunchesters Millions – Civil Service	6
	International Students – Duncan Lewis	69
	Interview Skills – E.On	21
	Transferable Skills – E.On	5
	Prioritising – E.On	13
	Preparing for Interviews – Enterprise Rent-a-Car	13
	Telephone Interviews- Enterprise Rent-a-Car	11
	In tray exercises – Enterprise Rent-a-Car	8
	Mock interviews – Enterprise Rent – a- Car	8
	Mock interviews – Enterprise Rent – a	8
	Mock interviews – Enterprise Rent – a	8
	How to sell yourself at interview – Enterprise Rent-a-Car	46
	Mock interviews – Enterprise Rent – a- Car	8
	Interviews – Ernst and Young	35
	Commercial Awareness – Ernst and Young	13
	Business Meetings – Ernst and Young	11
	Presentations – Ernst and Young	14
	Employ Me – FDM Group	15
	Spelling and Grammar – IBM	12
	Assessment Centres – IBM	25
	Assessment Centres – IBM	35
	Meetings and Business Etiquette – IBM	29
	Business Game – ICAEW	5
	IT Jobs Competition	4
	E-Tray Exercises – KPMG	27
	Assessment Centres – Logica	1
	Phone Interviews – Logica	26
	How to use a recruitment agency – Matchtech	15
	Transferable Skills – McLellan	15
	Networking - McLellan	11
	Networking – Mclellan	12
	Networking – McLellan	12
	Tough Interview Questions – McLellan	61
	Assessment Centres – Network Rail	31
	Effective Communication – Network Rail	13

Interview Skills – Network Rail	21
Teamworking at Assessment Centres – Network Rail	14
Does the Interviewer like me? – PKF	20
How to network – PKF	7
Making a good first impression – PKF	10
Teamworking – PKF	19
Networking – PKF	14
Commercial Awareness – PWC	7
A career in teaching – St Marys	16
Getting into teaching – St Marys	33
Total number attending	1233
Total number of workshops	57
Average student attendance	22

Before You Go Week

This special week held in the Spring semester included seminars on career choice, application technique, preparation for assessment centres, mock interviews, one to one guidance interviews, drop-in sessions and a range of employer presentations and workshops. The attendances are included in the table above.

Kick Start Week

This week, similar in content to the Before You Go Week, was held at the end of January in order to assist students who had decided to delay their thinking or their job hunting.

Networking Events

Table 13	
Event	Attendance
Working for a charity	41
Careers in technology	46
Careers in psychology	121
Start your own business	23
Careers in law – Different sized firms	22
Working in the public sector	17
Careers in Law – different specialisms	26
Careers in Law – different specialisms	33
HR and related careers	13
Start your own business	27
Careers for scientists	21
Careers in law – first steps	85
Total number attending	475
Total number of workshops	12
Average student attendance	39

Careers Fair

A total of 94 organisations attended the Careers Fair which was held in a marquee on the Sports Field on 15 October. 2500 copies of the Careers Fair brochure were distributed which provided an approximate measure of the attendance.

Table 14	
Accenture Technology Solutions	Microsoft
Augusta Westland	Milkround On-line
Allegis Group	Mott Macdonald
Allianz	Mouchel
Astrium	Mustang Engineering
Atkins	N Power
AWE	National Health Service
BAE Systems	National Instruments
Baker Tilly	NATS
Barlow Robbins	Network Rail
BUNAC	Penningtons Solicitors LLP
Cap Gemini	Petrofac
Chartered Insurance Institute	PKF
CIMA	Projects Abroad
CIPFA	QinetiQ
College of Law	Qualcomm
Costain	Rate My Placement
Coty	Research in Motion
CSC	RM
Deloitte	Royal Air Force
Detica	Royal Navy
DSTL	RWS Translation
EDF Energy	Santander
Elite Hotels	Selex Galileo
Enterprise Rent a Car	Smith and Williamson
Ericsson	SPSS
Ernst & Young	St Mary's University College
European Employment Service	State Street
Fluor	Stevens and Bolton
Four Seasons Hotel	STR Group
Garrad Hassan	Students' Union
Government Statistical Service	Surrey Alumni Association
IBM	Surrey Business Link
Infotech	Surrey Police
Institute of Chartered Accountants	Symantec
Intec Sea	TARGETJobs
Intercontinental Hotel Group	Tax Back
KBR	Teach First
KPMG	Thales
Lockheed Martin UK Ltd	The Army
M W Kellogg Ltd	The National Physical Laboratory
Magnox	Thomasons
Majestic Wine Warehouse	Thomson Reuters
Make My Summer	Tony Gee and Partners
Mazars	TRL Technology
MBDA	Unilever
Merlin Entertainment	Worley Parsons

Vacancy Information

The on-line vacancy handling system received and publicised a total of 2508 notifications of graduate vacancies, part-time, casual and voluntary opportunities and information days during the year.

Mentoring Scheme

A joint venture between the Careers Service and ALS, eleven Surrey University students plus one Farnborough College student with disabilities were allocated an employer to mentor them over a period of a year. The employers attended a training day, funded by ALS. Half of the mentees are still meeting with their mentors.

Tourism Hospitality and Events Careers Day

This included 4 talks from organisations working in the Tourism and Hospitality industry, as well as 14 employer stands in the Lower Concourse. The event was extremely popular amongst students.

Mini Law Fair

Seventeen law firms hosted stands in the Lower Concourse. Once again, this event was extremely well attended.

<p>Objective Collect, analyse and disseminate graduate destination data.</p>

First Destinations of 2009 Graduates – University of Surrey

Table 15	Number	%
Employment	877	66.34
Employment/further study	65	4.92
Further study	212	16.04
Unavailable	95	7.18
Seeking employment	31	2.34
Other eg explicit refusal	42	3.18
Total	1322	100.00

These figures are for full-time UK-domiciled graduates and diplomates of known destination.

The following table shows the top Employment Indicator figures for UK Chartered Universities in 2009.

Table 16	
Employment Performance Indicators for UK Chartered Universities 2009	
	%
Surrey	96.9
Robert Gordon	95.9
Cambridge	95.2
Kings College	94.6
Strathclyde	94.3
Glamorgan	94.3
Aberdeen	94.2
Edinburgh Napier	93.7
Queens Belfast	93.4

Figures were supplied by HESA. The indicator is based on leavers obtaining first degrees from full-time courses and is calculated according to the formula (number employed or studying/number employed, studying or unemployed x 100).

We achieved a 6.9% higher performance than that predicted by our benchmark (90.0%).

Average Employment Performance Indicators - 2003-2009

Table 17	
Average Employment Performance Indicators for English Chartered Universities 2003-2009	
	%
Surrey	96.5
Kings College	95.6
Nottingham Trent	95.5
University College	95.0
Cardiff	94.7
Liverpool	94.6
Cumbria	94.5
Hull	94.4

First Destinations of 2009 Postgraduates

Table 18	Number	%
Employment	366	71.35
Employment/further study	29	5.65
Further study	64	12.47
Unavailable	12	2.34
Seeking employment	20	3.90
Other eg explicit refusal	22	4.29
Total	513	100.00

Figures are based on UK-domiciled postgraduates of known destination.

Objective Assist the University in promoting its courses and graduates.
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Careers Service staff participated in a number of events in order to obtain useful information for students and graduates and also to promote the University.

Visits to Employers

PricewaterhouseCoopers	ERAC
Santander	M&S
ULOTC	IBM
Assoc. of Accounting Practitioners	Deloitte
Mercer	HW Fisher
Ernst & Young	JET
SHL	Accenture Technology Solutions

Conferences and Careers Days attended

IPA	Psychology Networking Event
Chartered Secretaries	Humanities Networking Event
Employer Liaison and Information Officers Conference	Summer Fairs Conference
AGCAS Biennial	AGR Master Classes

Employer Visits to the Careers Service

DSTL	Leightons
Chatteris	M & S
FDM Group	Surrey County Council
Actuarial Recruitment Company	Novartis
ITM	

Employer Conference

The annual employer conference included talks on Flexible Working and Equality - Sian Evans, Shoosmiths Solicitors; the Graduate Employment Market - Russ Clark, Head of Careers Service; Diversity in the Workplace - Rob Fidler, Disability Adviser; and Developing Graduates - Anne Hamill, Managing Director, Talent and Potential. Approximately 30 employers attended.

Educational Liaison

Careers Service staff contributed towards Parents Programmes on a weekly basis, to all of the University Open Days and to the HELOA conference, the latter representing consultancy work on behalf of the University for a national professional body.

Objective
Maintain, develop and monitor the quality of service provision.

Work with ACGAS

Various members of staff were involved in activities which included Chairing the AGCAS Eastern London and Southern Regional Training Group, AGCAS Liaison Officer for the Institute of Physics, membership of the South East Region Careers Service Heads and membership of the AGCAS Diversity Group.

Evaluation activities

A range of activities were evaluated intensively over a two week period. This, together with a focus group of non-users, yielded valuable information which has already led to changes in the way in which we deliver some of our services.

Involvement with other University activities

Staff attended various committees including SCEPTre Steering Group, Professional Training and Careers Committee and Surrey Award Development Group. Stands were mounted at the Freshers Fair, Money Week and anti-Discrimination Week.

Involvement in external University activities

Staff attended meetings of the College of Law Advisory Board, the Diversity Task Group, English Subject Centre Networking Day, SEPnet Event, Employer Liaison and Information Officers Regional Group Meeting.

Training courses attended

Staff attended the Senior Leaders Development Programme, Safety Courses, Emotional Training Academy Workshop, Disability Training Day, Social Networking, Rhythmyx Training and the AGR Financial Services Group Training Day

Farnborough College

The Annual Report is available from Russ Clark.

Staff for 2009-2010

Russ Clark	Head of Service
Jeanette Holt	Careers Adviser
Alexandra Hemingway	Careers Adviser
Ann Henderson	Careers Adviser (part-time)
Cathryn Jobson	Employer Liaison Officer
Amy Wood	Employer Relations Assistant (part-time)
Maria Petrunova	Information Officer
Sara Coghlan	Careers Assistant (part-time)
Diane Smith	Careers Assistant (part-time)

Dr R Clark
October 2010