

The Sheffield Hallam Employability promise:

'Every student will be prepared for high skilled employment or further study upon graduation - delivered through an innovative, impactful and consistent employability offer'

Careers and Employability Statement of Service

Sheffield Hallam University's Careers and Employability Service is part of the Directorate of Education and Employer Partnerships (DEEP).

This statement sets out our commitment to the level of service provided to users of Sheffield Hallam University's Careers and Employability Service.

Mission

The Careers and Employability Service's mission is to support the University's employability promise and to provide our students and graduates with outstanding career preparation, development, employment opportunities and enterprise services to empower our students and graduates, equipping them with the career management and employability skills to create their own future success in a diverse and global economy.

Students and graduates

We are committed to ensuring that we support the University's Employability Promise by:

- Providing an environment in the Careers and Employability Centre which is highly visible, welcoming and responsive to the needs of our students, graduates, the University and our employer partners
- Having appropriately qualified and experienced staff who are committed to ongoing training and professional development through active membership of relevant professional bodies, associations and networks including; the Association of Graduate Careers Advisory Services (AGCAS) and Enterprise Educators UK (EEUK)
- Offering a professional, client-centred and confidential service which provides unbiased information and impartial advice and guidance
- Being committed to the promotion of equality of opportunity for all students and graduates, we recognise and value diversity and our aim is to enable everyone to reach their highest potential at University and beyond
- Working in partnership with academic departments, directorates, employers and other student support services to support the personal and career development of our students

Services for students and graduates

Our Careers and Employability facilities and services are available to **all** full-time and part-time SHU undergraduates, taught or research postgraduate students. We also offer access to one to one advice and guidance to our graduates for up to five years following graduation.

Students and graduates seeking to develop a new business venture can also access self-employment advice, start-up support and access to The Hatchery business incubator provided by

the Enterprise Team. Enterprise support is available to all graduates for up to five years following graduation.

Careers and Employability Centre (City Campus) & Student Support Centre, Heart of the Campus (Collegiate Campus) - Central offer

Advice and guidance

- Easily accessible, expert one to one appointments which are bookable 24/7 through our **UniHub** system
- Careers Consultant (45 minute) in-depth guidance appointments to discuss any issues relating to your future career plans, identify your values, interests and skills and explore your options - available daily at the Careers and Employability Centre at City Campus and in the Student Support Centre, Heart of the Campus (HoC), Collegiate Campus
- Employability Adviser (EA) (30 minute) job search support appointments to help discuss anything related to your job search, including assistance with applications, interviews and psychometric assessments - available daily at the Careers and Employability Centre at City Campus and in the Student Support Centre, Heart of the Campus (HoC), Collegiate Campus
- CV drop-in - a 15 minute slot for quick advice on your CV
- Practice interviews - 60 minute practice interviews followed by feedback
- Enterprise skills development and self-employment/start-up support and advice from the Enterprise Team
- We use Skype and FaceTime to provide remote access advice and CV support

We have four Consultants who are qualified to provide career guidance and a further 16 expert Advisers who are also able to provide information and advice. During term time this allows us to provide over 30 guidance appointments, 350 EA appointments and 30 CV drop-in appointments weekly at the Careers and Employability Centre, the Heart of the Campus and in your EAs respective faculties and departments.

Our professionally qualified Business Start-up Adviser also offers 20 (45 minute) weekly appointments at the Careers and Employability Centre and in our Hatchery business incubator space in the Workstation. We also offer an additional 8 appointments per month for high growth potential businesses.

Events

- Annual Employability Festival including the Hallam Careers Fair
- Careers Focus programme of careers sessions, presentations and talks
- Routes into... - a series of presentations from industry professionals to provide 'inside' information and tips on a range of different career paths
- Career Mentoring Scheme - one to one mentoring support from industry professionals
- Career Impact - a programme delivered in conjunction with leading employers to coach and support ambitious students through the process of graduate job applications
- Work Whilst You Study fairs - two fairs held each semester, at the Careers and Employability Centre and Heart of the Campus with local employers offering part-time work opportunities for students
- Enterprise Action Week - enterprise related workshops, competitions and presentations from the Enterprise Team, local entrepreneurs and enterprise alumni
- Creative Careers Week - workshops and presentations from industry professionals about the variety of career paths open to creative arts, design or media students

- Additional specialist fairs and industry days, employer presentations and skills sessions - access to employers through an annual programme of employers events delivered collaboratively with our Employer Partnerships Team

Information resources and online services

- The **Careers Central** website offers 24/7 access to careers information, including information on; 'Planning your Future', 'Options with your Subject', 'Getting Experience', 'Finding a Job' and 'CVs/Applications/Interviews'
- **UniHub** - our online vacancy, events and appointments system which provides 24/7 access to the latest part-time jobs - including our **Campus Jobs** service - internships and graduate vacancies, the RISE graduate scheme, bookable one to one appointments, employer presentations, workshops and careers events.
- Campus Jobs - access casual work opportunities across the University, including events assistants, room surveyors, telephone survey assistants, student ambassadors and administrative assistants - 4,154 students were employed during 2015-16
- Access to the following exclusive subscription only online tools:

CV Builder and Interview Simulator
Profiling for Success
Graduates First
GoinGlobal
Alternative Guide to Postgraduate Study

- Careers publications and information hand outs produced by the Careers and Employability Service and publishers such as TARGET, Prospects and Inside Careers are also available in the Careers and Employability Centre and the Student Support Centre at Heart of the Campus

For your course

- An Employability Business Partner approach to the delivery of high impact, consistent and innovative employability activity
- A dedicated Employability Adviser based in your department offering specialist placement and graduate job search advice and support
- Referral to one to one in-depth guidance and action planning with a Careers Consultant
- Access to enterprise skills development activities and self-employment/start-up support and advice from the Enterprise Team
- Curricular and co-curricular delivery on key themes including; self-awareness, understanding career options, employability skills, finding placements, internships and graduate jobs, career action planning, personal branding, CV development, introduction to psychometric assessments and developing your USP

What we expect of you

- All clients will be treated with respect and in return clients are expected to be considerate and courteous towards all members of the Careers and Employability Service and abide by the student regulations and codes
- Prepare appropriately for an appointment, CV check, mock interview, group activity or employer interaction in order to make the most of the experience
- Engage early with the Careers and Employability Service and take full advantage of the service offer to help you make a successful transition from your studies to employment, and to manage your future career successfully

- Being professional in all interactions with employers, as well as representing yourself you are also representing SHU
- Attendance and punctuality for all events and appointments. Due to high demand for our service if you have made a booking for an event or appointment and you cannot attend please cancel your booking on [UniHub](#) as soon as possible or by contacting us by email at careers@shu.ac.uk or on 0114 225 3752
- Failure to fulfil a booking made with the service through UniHub on three or more occasions will lead to an automated ban and students will be unable to make further bookings to access service activities for 30 days
- Respond to the DLHE survey after graduation
- Provide constructive feedback by completing occasional feedback surveys

University staff

Our commitment to working in partnership with you to enhance employability development in the curriculum by:

- An Employability Business Partner (EBP) approach to the delivery of the employability core offer and supported targeted for high priority areas agreed annually through a Faculty service level agreement
- Providing dedicated expert staff with Faculty lead and departmental caseloads to support career planning and employability skills delivery within the curriculum
- Offering expert consultancy to deliver capacity building and coaching, employability and career management pedagogy
- An annual employability festival which will include a staff CPD programme
- Online resources and monthly employability breakfast events for staff to support CPD

More details on our Employability Business Partner model and delivery teams and key contacts can be found (links to Career Central etc.)

Improving our service

We are committed to continuous improvement and ensuring that our service meets your needs. If you have any feedback on our service, including complaints, or suggestions please contact us: <http://careerscentral.shu.ac.uk/contact>

Contact details

The Careers and Employability Service, Careers and Employability Centre, City Campus, Hallam Square, Sheffield S1 2LX
 Telephone: 0114 225 3752
 Email: careers@shu.ac.uk
 Website: <http://careerscentral.shu.ac.uk/>
 Twitter: [@SHUCareers](https://twitter.com/SHUCareers)
 Facebook: www.facebook.com/SHUCareers/
 Instagram: <http://instagram.com/shucareers>