

Statement of Service: Swansea University Employability Academy

1 Introduction

Our Statement of Service is designed to give information about the range of services that Swansea University Employability Academy (SEA) can offer to the following:

- Current students
- Alumni
- Staff
- Academic Colleges and Professional Service Departments
- Employers / external organisations
- Swansea University Students' Union

2 About us

We are a team of qualified and experienced staff, accredited by Matrix (<https://matrixstandard.com>) and adhering to the AGCAS Code of Conduct (<https://www.agcas.org.uk>)

Our role is:

- To provide an independent, impartial, information, education, advice and guidance service covering careers and employability.
- To provide, and to assist students and graduates in sourcing their own work placements and internships, largely utilising SEA's *SPIN*, *WoW*, *WoWee* and *Santander Universities* programmes; and where applicable through the HEFCW funded *Go Wales: Achieve through Work Experience* programme.
- To support students in enhancing their employability and developing their transferable skills.
- To work alongside Colleges, Professional Services and the Students' Union to deliver careers and employability education to defined groups of students and to integrate careers information, education, advice and guidance and work placements/internships into University strategies.
- To liaise with external stakeholders, such as employers, training organisations and other external organisations to facilitate networking and opportunities between students/graduates and these organisations.

3 Availability of services

We offer services to all undergraduate and postgraduate students, and to alumni of Swansea University up to 2 years after graduation (up to 15 months post-graduation for work placements). Our typical office hours are Monday to Friday from 9.00am to 4.30pm. Students can also receive a front line support / signposting via the College receptions, the *MyUni Hub* and the *Department of Information, Systems & Services* Service Desks (where Service Desk staff can assist with queries that are made in person / by telephone and are available in accordance with the Library Service Desk opening hours).

4 Services for Students and Graduates

Services for current Swansea University students:

- Careers guidance interviews – half an hour, individual discussions with a qualified Careers Adviser to discuss the following topics (amongst others):
 - Planning your next steps
 - Writing and developing your CV
 - Writing and developing covering letters
 - Where and how to begin job hunting
 - Understanding what careers might suit you
 - Sourcing work experience or internships
 - Making career decisions
 - Postgraduate study and funding
 - Making applications and interview technique
- Masterclasses to help you develop your employability and career management skills.
- E-guidance – all students registered at Swansea University can send SEA any careers related queries via our E-guidance system. You can expect a reply within five working days.
- Participation in the Week of Work (*WoW*), Swansea Paid Internship Network (*SPIN*) and *Santander Universities* work placement programmes.
- Our Employment Zone digital Jobs Board, providing opportunities such as graduate jobs, work placements (including SEA's work placement programmes) and part-time jobs for graduates and current students to apply
- Employability bursaries for students and Student Society employability events
- Employability events – 'Meet the Employer', 'Meet the Student' (where you meet useful Swansea University opportunity providers outside of SEA) and other bespoke employer-led events – all students registered at Swansea University can book onto these events, which are managed and promoted by SEA
- An annual Employability Fair, held every Autumn term
- A range of resources available on <https://www.swansea.ac.uk/sea/>, <https://myuni.swan.ac.uk/sea/> and Blackboard.
- Leaflets – written by SEA staff, covering a variety of employability-related topics.
- Regular news updates – through our website, blog, Facebook Page and Twitter feed @SwanseaUniSEA
- Psychometric testing – access to Profiling for Success, amongst other tools that could be used by employers when selecting graduates.
- Additional third-party resources provided under licence including interactive career planning tools and videos.
- Advice, information, guidance and support – tailored to specific, special interest groups of students, such as postgraduate students and international students, amongst others
- Bespoke work placement interventions for eligible students as part of the *Go Wales: Achieve through Work Experience* programme (see <https://www.swansea.ac.uk/sea/gowales/> for further information).

Services for Swansea University graduates:

- We offer free advice and guidance to alumni of Swansea University, up to 2 years following graduation.

- We offer a bookable 40 – 60 minute session and support via email and telephone. These offers are available during our office hours, although special arrangements can be offered by request.
- A range of resources are available on our website.
- Access to SEA's Employment Zone Jobs Board where you can apply for work placements (such as SEA's SPIN and Santander placements), graduate jobs and part-time jobs
- Graduates contacting SEA via email can expect a response within five working days.
- If you are not a graduate of Swansea University, we suggest you contact your original institution or Careers Wales <https://www.careerswales.com/en/> or the National Careers Service (England) <https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx>, as appropriate.

What Students and graduates can expect from us:

- Impartial careers education, information, advice and guidance delivered by qualified Careers Guidance practitioners.
- Confidentiality in all dealings with our staff.
- A service that adheres to, and is assessed by the Matrix quality standard (<https://matrixstandard.com/>).
- A service that complies with the AGCAS Code of Conduct (<https://www.agcas.org.uk/>)
- Commitment to equal opportunities (regardless of age, disability, ethnic origin, gender, nationality, religion, sexual orientation or any other protected characteristic) as outlined by the standards that the University adheres to.
- Advance notice if we need to cancel any individual guidance appointments or any presentations on campus.
- A feedback and complaints procedure.

What we expect from students and graduates:

- To play an active part in your careers guidance interview by preparing in advance, such as bringing a printed copy of your CV / covering letter / application form along to your interview.
- Notifying the Employability Academy team in advance (by telephone) if you are unable to attend your meeting with a careers adviser.
- Arrival on time for your meeting with a careers adviser, presentation or third party interview.
- Adherence to responsibilities as outlined in SEA's work placement tripartite agreement
- To treat SEA staff, employers and other stakeholders with respect and consideration, acting as an ambassador for Swansea University.
- To provide feedback to the SEA, where necessary, to help improve services.

Services for discontinuing students:

- We offer a service to undergraduate students who, for whatever reason, decide to withdraw from their course of study. However, we may signpost them to other guidance providers more suited to helping them explore non-graduate entry points to career options. Students deciding to withdraw from their course of study are entitled to a service from the SEA team for a period of three months from their formal date of withdrawal from the University.
- Postgraduate students who have studied an undergraduate degree at Swansea University who decide to withdraw from their studies remain entitled to services for 2 years from their graduation date under 'Services to graduates'. Those postgraduate students who have not

studied an undergraduate degree at Swansea University, but decide to withdraw from their studies, are entitled to a service from the SEA team for a period of three months from their formal date of withdrawal from the University.

- Students who owe finances to the University and do not graduate for this reason, are entitled to use SEA services for a period of six months from the date of completion of their course of study. If the debt is not cleared in order for them to graduate during this period, their entitlement to use SEA services lapses.

5 Work Placements and Internships

The University, along with partner organisations, offers a number of work experience and internship opportunities, examples of which are provided below:

- ★ ***Joining our programmes:*** Applications for *WoW*, *SPIN* and *Santander placements* are invited from all current students and graduates (up to 15 months following graduation), including international students. However, it is the responsibility of the international student to ensure that they are working within the requirements of their visa. More information can be found at <https://www.swansea.ac.uk/international-campuslife/pre-arrival-information/arrival-and-induction/working-during-studies/> . Applications are made via SEA's Employment Zone Jobs Board.
- ★ All work placements and internships advertised on Employment Zone are graduate-level and take place within highly varied industries and occupations, relevant to the student's/graduate's career choice.
- ★ Part-time jobs are also offered via the Employment Zone Jobs Board.

Week of Work (WoW) Programme

- ★ WoW is an unpaid work experience taster programme, normally lasting 35 hours (although shorter WOWs can be undertaken, referred to as Mini-WoWs) available to current students and graduates, which allows participants to shadow and gain experience in their chosen area. Students who participate in WoW have the opportunity to claim a bursary to assist with reasonable employability expenses.

Swansea Paid Internship Network (SPIN)

- ★ SPIN is an internship opportunity available to current students and graduates. Participants can be placed over the summer vacation period, usually June to mid-September, or part-time during term. SPIN allows participants the opportunity to undertake a four-week paid internship where they will be working on a project or range of projects determined by the employer. Employers pay a salary similar to the Real Living Wage. After the initial application process students are typically interviewed by the organisation on their own premises or at an agreed base in Swansea University.
- ★ International SPIN placements are now offered within summer months. These are delivered in association with Swansea University's International Development Office (IDO) and either a Swansea University College or approved third party international placement provider e.g. CRCC Asia or InternChina. Placements vary considerably in terms of location, role, salary etc.

Santander Universities Small / Medium Enterprises (SME) Internship Programme

- ★ This programme provides graduate-level work placements ranging from one to ten weeks to Swansea University students and graduates within SMEs and social enterprises. Placements can be full-time or part-time, are all graduate-level, pay a salary similar to the Real Living Wage and take place within varying industries.

For further work placement information, please visit: <https://myuni.swan.ac.uk/work-placements/> or email: EmploymentZone@swansea.ac.uk

6 Services for Swansea University Academic Colleges and Professional Departments

SEA collaborates with all academic colleges and professional departments within the University. The range of services offered by the SEA team is designed to support and develop students' employability and lifelong learning.

Colleagues can expect from us:

- ★ A designated careers adviser, SEA Work Placement Specialist, and Go Wales officer linked to each College, Academy and Professional Service.
- ★ An annual 'Service Level' review and planning meeting.
- ★ Support and collaboration in embedding employability and career planning sessions (whether optional or credit bearing).
- ★ Support and collaboration in offering placements within your department to Swansea students and graduates.
- ★ An impartial service that is open and offers equal treatment to all Colleges in the provision of Careers & Employability activities and events.

What we expect from colleagues using our services:

- ★ Support for the designated SEA team links.
- ★ Promotion and encouragement to students to engage with the full range of services provided by SEA.
- ★ Feedback from you and your students on the services provided by the SEA team and suggestions for service improvement.

7 Services for Employers

Members of the SEA team actively engage with organisations and businesses to benefit our students, graduates and colleagues across the University.

Employers can expect from us:

- ★ Participation within all SEA work placement programmes accompanied with professional account management.
- ★ A free, professional, online, self-managing, vacancy service offering access to students and graduates across a wide range of degree disciplines.
- ★ An annual Employability Fair, providing a forum to bring students and employers together.
- ★ Facilities for networking and bespoke employability events with students on campus with associated free publicity.
- ★ The opportunity to liaise with SEA staff via informal or formal pre-arranged meetings.

What we expect from employers:

- ★ Support, where necessary, for the designated SEA Specialist regarding all aspects of SEA's work placement programmes, as well as adherence to clauses within all associated contracts
- ★ To submit and be responsible for the management of their vacancies on our system. Full instructions on how to upload vacancies can be found here:
<https://www.swansea.ac.uk/employmentzone/>.
- ★ To liaise in advance with our Employer Projects Co-ordinator if they would like to attend our Employability Fair or an employability event.
- ★ To provide payment for attendance at our annual Employability Fair.
- ★ To provide notice of events, and any changes or cancellations of these visits.
- ★ To comply with all current UK employment legislation.

8 Services for Students' Union

The SEA team works in partnership with the Students' Union to promote and develop employability activities across campus to all students.

Students Union can expect from us:

- ★ Access to the SEA team to suggest, discuss and plan employability events and placements of benefit to the wider student population.
- ★ Advance notice of forthcoming SEA led events.
- ★ Financial support for student society employability events through our 'Societies Employability Grant'.
- ★ Independent, impartial and professional careers advice, information and guidance to designated full-time Students' Union Officers.

What we expect from the Students Union:

- ★ Promotion of all SEA events and services to the wider student population, including the annual Employability Fair, employer events and Masterclasses.
- ★ Collaboration in the planning SEA events and services.

9 Suggestions and complaints

We regularly review our services so that we can optimise the way we use our resources to support our students and graduates. We value all feedback and suggestions to help us improve our service. Please get in touch with us if you have a query, comment or suggestion about SEA. Please email us via employability@swansea.ac.uk, or contact us by post or in person.

Complaints can be made by writing to Dr Jon Howden-Evans, Head of SEA, at the address below; he will respond to a complaint in writing within 48 hours. If you wish to lodge a complaint about Dr Howden-Evans, or about matters with which he is connected, then you should write to Mr D. K. Daniel, Director of Information Services and Systems, at the address below.

10 Contact details

Email: employability@swansea.ac.uk

Telephone: 01792 295500

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Swansea SA2 8PP