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1. Summary

Academic year 2019/20 will be remembered for the shadow that was cast by the Covid-19 Pandemic. The Careers Service pivoted quickly and successfully to a full and operational online service from March 17, 2020. All staff were working remotely and effectively quickly and adapted to the new environment they found themselves in admirably and with total professionalism. I would like to acknowledge the incredible effort of the team during the pandemic. Despite the circumstances we continued to support our students, departments, graduates and employers and the lessons learned from this period will inform service delivery in the future, with many elements of our online service remaining when we can return to our preferred method of supporting our community - On campus and face to face.

- The Careers Service continued to recruit to back fill vacancies and establish staffing levels that were at the 2016-17 level. During 2019-20, staff were recruited to key roles and we were pleased to welcome Steph Scantlebury and Sophie Hale, Information and Enquiries Officers to the team. Both Steph and Sophie were inducted remotely and have settled well into their new roles.
- In 2019-20 the Careers Service were on track for a record year of events and opportunity for students to interact with employers. The Covid-19 pandemic started to take full effect from March on our ability to host employers on campus and we had to cancel our last two careers fairs of the academic year. Due to the speed of the campus closure we couldn’t adapt our PhD and Summer Recruitment Fair to an online format.
- During the academic year the Careers Service ran: 9 Careers Fairs including 3 in China; 7 Sector based forums; 3 themed weeks as well as twice weekly sector careers talks, and weekly Employer Led skills and business/case study sessions. The events recorded well over 18,400 bookings, and despite restrictions imposed by Covid-19, was an increase on 2018–19. Our largest Careers Fair, The Engineering Fair had to be reworked in October 2019 due to the loss of the marquee on the Queens lawn. By splitting the event over the Great Hall and QTR we could still host 84 company stands and recorded over 2000 student attendances.
- During 2019-20 the Careers Service continued our one to one appointment slots in departments in addition to those centrally delivered seeing 4027 students in total one to one. The Careers Service also capitalised on our online CV Checking system, which was developed to increase accessibly and ease the pressure on students during the busy autumn term. This was a huge success with 1567 CVs checked online by the team in 2019-20. This online system was particularly well used from March 2020 onwards as we moved to delivering a remote Careers Service. When surveyed 90% of students who used the My CVs system said they would have tried to make a 20-minute appointment if the service was not available.
- The Careers Service continued to recruit and train a small team of PhD students to assist at peak times in providing feedback on CVs and Cover Letters. This helped to alleviate some pressure on the service and expand our offer to undergraduates. These proved popular with over 400 individual appointments recorded during October and November 2019.
- During 2019-20, our discrete programmes and projects aimed at our Widening Participation cohort were impacted by the pandemic. We had to postpone our Spring work shadowing programme. The team however were able to adapt our summer cohort to an online format that enabled 92 First Year students with limited work experience to have an hour’s online discussion with an employer. The Careers Service also matched 247 students with a Careers...
Mentor during 2019-20. The Mentoring Programme facilitated by the Careers Service gives priority to students from our Widening Participation cohort.

- During 2019-20, the Careers Service expanded its reach and built on our success from the previous academic year and carried out regular in person drop in sessions at White City, Silwood Park and our Hospital campuses. Over 100 40-minute appointments were carried out before these were moved to an online format in March 2020. We also carried out group sessions at these campuses in 2019-20.

- During Easter and summer term in 2020 we adapted our services in response to Covid-19. We ran a series of sessions for students prior to them leaving for the vacation and created Covid-19 specific career planning sessions. Our Developing Your Career During Covid-19 seminars were extremely well attended. Sessions were tailored for undergraduates, postgraduates and master’s students. We also ran two sessions for postdoctoral researchers at the request of the PDFDC. We utilised MS Teams and had 564 individual students attending.

- During 2019-20 we continued to work with students as partners. We ran a series of student focus groups to review our online offer as well as engaging fully with liberation officers to curate events for our LGBT+ community and for woman. We also took advantage of the Student Shapers programme and had a student engaged for 4 weeks over the summer of 2020 reviewing and considering our offer for first year students with a report of recommendations.

- The Careers Service continued to contribute to the Imperial Horizons programme by delivering Professional Skills for Employability to 1st year students as part of the programme. The course delivered in small groups of approximately 25 each proved to be one of the most popular options in the Horizons Programme and received outstanding feedback in SOLE.

- The Careers Service maintained its International presence during 2019-20 and hosted working visits from China, USA and Germany. Online networking meetings also took place between TUM and The Ivy League Plus Universities.

2. Staffing

Academic year 2019-20 was more stable in staffing terms than the previous two academic years however there was turnover in our information roles. Steph Scantlebury and Sophie Hale – Information and Enquiries Officers joined us during the academic year, and we ended the year with a full team. Due to the uncertainty over budgets we did not renew the fixed term contract of our part time administration assistant. The Careers Service also used income generated by employer activity to recruit freelance Careers Consultants over the autumn and spring terms to enable us to meet the surge in demand at this time. Our PhD student CV and Cover Letter checking team bolstered this. A pool of student helpers complements our team and assists with our social media and general administration. The table below shows our current staffing (excluding external freelancers and student casual workers).

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jason Yarrow</td>
<td>Director</td>
<td><a href="mailto:j.yarrow@imperial.ac.uk">j.yarrow@imperial.ac.uk</a></td>
</tr>
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<td>Rich Carruthers</td>
<td>Deputy Director</td>
<td><a href="mailto:r.carruthers@imperial.ac.uk">r.carruthers@imperial.ac.uk</a></td>
</tr>
<tr>
<td>Mark Allen</td>
<td>Careers Consultant</td>
<td><a href="mailto:m.allen@imperial.ac.uk">m.allen@imperial.ac.uk</a></td>
</tr>
<tr>
<td>Madelaine Chapman</td>
<td>Careers Consultant</td>
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<tr>
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<td>Careers Consultant (L&amp;T funded)</td>
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</tr>
<tr>
<td>Victoria Sood</td>
<td>Careers Consultant</td>
<td><a href="mailto:v.sood@imperial.ac.uk">v.sood@imperial.ac.uk</a></td>
</tr>
</tbody>
</table>

Jason Yarrow
Director, Careers Service

September 2020
3. Services for Current Students and Alumni
3.1. Individual work with students

There continues to be high demand for one to one appointments and all available daily appointments in the autumn term are booked within minutes of becoming available. A fair access policy is in place, limiting students to 3 appointments during autumn term. This is well received by the student body who understand the rationale and that it gives fairer access across the board. Using booking data from the previous year, a review of the timings and spread of appointments was undertaken to inform scheduling. This resulted in a larger spread of appointments over peak times and eased some of the pressure.

The introduction of My CVs an online CV checking service was a success and many students took advantage. Overall 1567 individual CVs were reviewed by the team (1155 in 2018-19), which eased pressure on actual face-to-face appointments. My CVs was also welcomed by students not based at South Kensington as they can upload and have their documents checked remotely. Feedback for this new service was overwhelmingly positive.

With additional freelancer capacity and a team of trained PhD students to check CVs and Cover Letters a total of 4027 individual student interactions took place during 2019-20. For those still unable to book an appointment in the peak period we continued to increase the level of self-help support on the website – and clear and direct links were added to online booking pages to direct students to the most relevant online sections of support.

Our transition to online delivery saw us continuing to engage effectively with students in a one to one capacity. During March 01 to July 31 886 individual student interactions took place.

Table 2 below provides details on individual consultations conducted by the team this year by student type. In total 5594 one to one contacts and online checks were undertaken, an increase on the previous year due to increased usage of our online CV review system.

<table>
<thead>
<tr>
<th>Table 2: One to one Student appointments by type.</th>
</tr>
</thead>
<tbody>
<tr>
<td>UG</td>
</tr>
<tr>
<td>YEAR 1</td>
</tr>
<tr>
<td>YEAR 2</td>
</tr>
<tr>
<td>YEAR 3</td>
</tr>
<tr>
<td>YEAR 4</td>
</tr>
<tr>
<td>YEAR 5</td>
</tr>
<tr>
<td>YEAR 6</td>
</tr>
</tbody>
</table>
3.2. Centrally delivered Careers Service Events

During 2019-20 the Careers Service delivered a successful series of events. Despite the restrictions that were imposed on us during lockdown we could convert much of our employer activity to online formats. We did however have to cancel our PhD and Summer Recruitment Fair due to the rapid change to remote working. Our online events proved a success and we continued to run virtual employer presentations remotely from March until the end of the academic year 2020.

Sector Careers Fairs 2019-20

- Finance & Consulting
- Life & Health Sciences
- Engineering
- IT & Technology
- Internships
- Science Careers
- Data & Analytics
- China Careers Fair (Beijing, Shanghai, Hong Kong)

Additionally, we ran events and networking forums around LGBT+, Women, SMEs and Mentoring. Our Themed Weeks were a big draw, and we focused on areas that are underrepresented elsewhere on our busy programme. In 2019-20, we had themed career weeks focusing on:

- Disability
- SME/Enterprise
- Science Communication
- NFP/Charity
- Data and analytics

Centrally delivered Careers Service workshops and seminars expanded in 2019-20. We now run four streams of workshops and seminars with refreshed topics and themes:

<table>
<thead>
<tr>
<th>Career Intensives</th>
<th>Career Essentials</th>
<th>Career Labs</th>
<th>Career Discovery</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>25 minutes</strong></td>
<td><strong>50 minutes</strong></td>
<td><strong>90 minutes</strong></td>
<td><strong>50 minutes</strong></td>
</tr>
<tr>
<td>These presentations are fast-paced lasting approximately 30 minutes to provide starting points to help you</td>
<td>These seminars typically last 50 minutes and are designed to provide you with the core knowledge and an understanding of</td>
<td>These workshops last approximately 80-90 minutes and are designed to be highly interactive. Throughout the session you will be</td>
<td>These seminars provide a starting point to explore occupational areas and have a focus on how to secure and make the most of internships within the specific field. Our Placement</td>
</tr>
</tbody>
</table>

Jason Yarrow
Director, Careers Service

September 2020
understand the basics of the subject. Sessions cover topics such as CVs and Cover Letters.
The subject matter. Sessions cover the range of application stages, networking and how to make career choices at various points of your degree.
expected to participate in various activities to help you understand and gain experience in the subject. Sessions cover the range of application stages, career decision making and transferable skills development including assertiveness and presentation skills.
& Internship Advisors will share their knowledge of the industry sectors and provide you with top tips about the relevant sector.

<table>
<thead>
<tr>
<th>Career Consultants</th>
<th>Career Consultants</th>
<th>Career Consultants</th>
<th>Placement &amp; Internship Advisors</th>
</tr>
</thead>
<tbody>
<tr>
<td>• CVs</td>
<td>• Application Forms</td>
<td>• Assertiveness</td>
<td>• Internships in...</td>
</tr>
<tr>
<td>• Cover Letters</td>
<td>• Assessment Centres</td>
<td>• Case Studies</td>
<td>o Engineering</td>
</tr>
<tr>
<td>• Make the most of Careers Fairs</td>
<td>• CVs &amp; Cover Letters</td>
<td>• Group Activities</td>
<td>o Pharma/Biotech</td>
</tr>
<tr>
<td></td>
<td>• Career Planning 1st &amp; 2nd Years</td>
<td>• Interviews</td>
<td>o Environment</td>
</tr>
<tr>
<td></td>
<td>• Career Planning for Finalists</td>
<td>• Presentations</td>
<td>o Banking &amp; Finance</td>
</tr>
<tr>
<td></td>
<td>• Career Planning for Penultimate</td>
<td>• To PhD or not to PhD</td>
<td>o Government &amp; Politics</td>
</tr>
<tr>
<td></td>
<td>• Getting an Internship</td>
<td></td>
<td>o Digital &amp; Technology</td>
</tr>
<tr>
<td></td>
<td>• Interviews</td>
<td></td>
<td>o Data Analytics</td>
</tr>
<tr>
<td></td>
<td>• LinkedIn</td>
<td></td>
<td>o Science</td>
</tr>
<tr>
<td></td>
<td>• Postgraduate Study</td>
<td></td>
<td>Communication</td>
</tr>
<tr>
<td></td>
<td>• Psychometric Tests</td>
<td></td>
<td>• Create your own internship</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Does size matter? SMEs</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Value in Charity</td>
</tr>
</tbody>
</table>

Centrally delivered workshops and seminars have been offered daily throughout the year on various aspects of career planning and job search skills with 184 separate sessions taking place during 2019-20. This central programme, is open access to all students, complements sessions delivered within departments and addresses the needs of recent alumni. 2133 (1850 in 2019-19) students attended the central seminar programme over the academic year. During lockdown we expanded the number of online workshops we offered, and these were very well attended with 1310 students participating online.

In 2019-20, The Careers Service continued its collaboration with colleagues from Outreach and Widening Participation and assisted them with their online summer schools.
3.3. Careers Service activity in departments

The Careers Consultants and Placement & Internship Advisers have conducted one-to-one appointment sessions in all departments this year, complementing the appointments available centrally. The programme of departmental specific workshops and seminars has expanded this year and Careers Consultants and Placement & Internship Advisers have continued to work with all departments. This has also included assisting departments with employer events such as alumni panels and speakers. In addition to those sessions delivered at South Kensington, Careers Consultants travelled to several campuses to offer workshops and seminars, including the hospital campuses. Members of the careers team also offered support at Departmental induction events and the virtual College open day and at the Student Union and Medical School Careers Fairs.

Over 9000 students were seen in Department during 2019-20. This takes various forms such as:
- Introductions to the Careers Service
- Specific careers events, talks, seminars and workshops
- Contributing to professional skills elements of lectures throughout the academic year.

3.4. Support for PhD students

The Careers Service provided support to the Graduate School through a series of Career Planning Workshops as part of their transferable skills programme. During 2019–20, there were 19 individual workshop sessions for PhD students designed and delivered by the team. The workshops scheduled during lockdown were adapted to a successful online format and went ahead as scheduled. 132 PhD students attended and feedback via The Graduate School was good. Topics covered included:
- Careers: An introduction to Carer Planning for 1st Year PhDs
- Careers: Effective CVs and Applications
- Careers: Job Search with a Difference
- Careers: Making the Most of Your PhD
- Finish Up & Move On

The Careers Service also ran a suite of 8 Masterclasses for MSc students, with over 367 students in attendance. Topics covered included:
- Moving Forward: CVs, Cover Letters and Application Forms
- Moving Forward: Developing Your Career Through Networking
- Moving Forward: Interview Skills

PhD and Masters’ Students also make use of the Careers Service via our central appointments and we conducted 1540 individual one to one appointments for this group in 2019-20.

3.5. Support for Post-doctoral research staff

The Careers Service, on behalf of the Postdoc and Fellows Development Centre, delivered 7 full-day courses, which ran successfully in the autumn, spring and summer terms. Courses covered:
• Planning for an Academic Career
• Preparing for an Academic Interview
• Planning your Career
• Preparing for an Interview Outside Academia
• Planning your Career During Covid-19

Post-doctoral staff can also access the Careers Service staff for one to one appointments by prior arrangement with the Head of the PFDC as well as access our online resources and Jobslive system.

4. Imperial Horizons
   Once again, the Careers Service contributed to the Imperial Horizons programme. The Professional Skills for Employability course was delivered by the Careers Consultant team to 1st year Undergraduates in the autumn term and again in the spring term. This assessed course, delivered over 8 sessions includes Team Working & Group Dynamics; Communicating and Networking; Presenting with IMPACT; CVs, Cover Letters & Online Tests; Applications & Interviews and Planning for The Future. The final session involves the students working together and presenting to an invited guest employer. The Service was gratified to receive excellent SOLE feedback from the students who took part in the programme last year.

5. Information Provision
   5.1 Information room developments
   The Careers Service open space has encouraged different types of interactions with students including Career Cafes. The Careers Cafes are small group discussion sessions around a given topic, often covering more niche areas of career interest and have included:

   • Working in the Civil Service
   • Careers Cafe with Springer Nature

   The Careers Service open space was also used to facilitate the PhD CV and Cover Letter team.

   The Careers Service Seminar Room was also extensively used for both Careers Events and Seminars and where possible to host other areas of College such as Disability Advisory Service, International Office and The Centre for Language Culture and Communication. The seminar room was also used as teaching space on our Professional Skills for Employability course as part of Imperial Horizons.

   5.2 IT systems
   The IT system used by the Careers Service, JobsLive, has proved very successful again during 2019-20, holding a database of all company contacts, graduate and internship opportunities as well as the careers events calendar and online booking system. As we transitioned to remote working the system was adapted to enable our services to continue. The system user group set up by Imperial has been beneficial in directing the development of the system as well as providing a platform to air and discuss any problems or issues. Currently there are over 10,500 companies registered.
**Graph 3** shows the size of organisations registered and engaging with the JobsLive system. There is a good spread of representation from large Multi-National Companies, as well as Small to Medium Enterprises. A full review of our employer database will take place over summer 2020 to review the interactions that take place and to cleanse the system of potential lapsed contacts and to reconnect with employers of relevance to the College and our student body.

**Graph 3:**

<table>
<thead>
<tr>
<th>Company Size</th>
<th>Number of Companies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 10</td>
<td>2000</td>
</tr>
<tr>
<td>11 to 50</td>
<td>2500</td>
</tr>
<tr>
<td>51 to 100</td>
<td>1500</td>
</tr>
<tr>
<td>101 to 250</td>
<td>1000</td>
</tr>
<tr>
<td>Over 250</td>
<td>2000</td>
</tr>
<tr>
<td>Not specified</td>
<td>500</td>
</tr>
</tbody>
</table>

**5.3 Website development**

Overall student satisfaction with the website and online resources is high with 75% of students responding to the 2019-20 College Student Experience Survey stating that they definitely/mostly agreed that they were happy with Careers Service online resources.

New sections of the website were developed and updated regularly as the unfolding severity of the Covid-19 pandemic became clear. We also used up to date links with our employers to inform students of the changing graduate labour market as a result of the national lockdown and highlighted this on our webpages. FAQs were created for students giving easily accessible and current information at a time of great stress for our community.
Covid-19 Careers Service FAQs

### FAQs

- **Job sector news and opportunities**
- **Can I get careers support as a current student or graduate?**
- **Internships, UROPs and Work Experience**
- **My internship/graduate job is not going ahead. What can I do?**
- **Online tests, virtual assessment centres and video interviews**
- **Developing employability skills and experience during COVID-19**
- **Self-employment and freelance work**
- **Lab and workshop skills**
- **Look after yourself and take time to relax**
- **Working from home effectively**

### During summer 2020

During summer 2020 we undertook a review of content and navigation of our webpages. Students have been consulted on our proposed new layout and we aim to be live with a new and improved website for academic year 2020-21.

We continue to make our online resources technology-enabled to directly link and signpost students and alumni to the sections that were most relevant to them at their point of engagement with our resources. Content is tailored and targeted to meet student’s expectations at key times of the recruitment cycle.

Student interview feedback is now live and accessible via a password-protected area of the Careers Service webpages and the next phase of information transformation will be digitising all our paper-based employer information and this will be moved to online by Spring 2021.

### 6. Work with employers and events

The Careers Service had a busy year in terms of employer engagement and reacted to the pandemic by converting all employer activity to an online format from April onwards. Pre lockdown, in person Careers Fairs were ever popular with high levels of student and employer engagement and attendance.

As we have moved to an online model of employer engagement there is concern that employers may become less likely to attend campus in the future and this is being noted throughout the sector. This will have serious implication for The Careers Service budget which relies on an element of income generation from our employer activity. Imperial is fortunate that demand to
6.1 Careers Fairs

Academic year 2019-20 started with the annual China Careers Fairs in Hong Kong, Shanghai and Beijing. These Fairs run in collaboration with LSE and The University of Cambridge and aim to connect returning Chinese students with employers in the region. The Shanghai event was organised in conjunction with the Shanghai Regional Government and attracted a record 90 companies at least half of which were Chinese State-owned enterprises. Once again, students from Columbia University and The University of Chicago were invited to attend the Fairs. 1110 students attended over the three fairs. Discussions will take place in 2020-21 with a view to expanding the Careers Fair in Shanghai in August 2021, increasing the collaboration with the Shanghai Regional Government but this will be dependent on the worldwide situation regarding Covid-19. The 2020 event has been converted to a fully online series of events.

Shanghai Careers Fair. August 2019

In the autumn term of 2019, we held the biggest of our annual Careers Fairs, The Engineering Careers Fair with 84 companies attending and in excess of 2,000 students visiting throughout the day. This represented a drop-in number from 2018 due to space constraints related to the College not using a marquee on The Queens Lawn for graduation in 2019. The Finance & Consulting Fair was once again split over 2 days in 2019 and this was welcomed by both employers and students alike.

The Careers Service collaborates with Kings and UCL to run a very successful Career Fair at The Francis Crick Building focusing on careers and research opportunities in Life and Health Sciences. Our final Fair of the autumn term was IT & Technology attracting a range of top tier employers to campus. The annual Science Fair was held in January closely followed by the Internship Fair in February. The pilot Data & analytics Fair of 2018 was re-run in 2019-20, and again was a huge success and this event will form business as usual in our roster of Careers Fairs moving forward. As lockdown took full effect, we had to cancel our final two careers fairs (PhD and Summer Recruitment) of the academic year. We will reignite these in 2020-21 as they are popular events that round of our year. All the events were well supported by employers and attracted good attendance by students and recent graduates.
6.2 Forums & Networking events

Forums and Networking events, which are sector specific and are a mix of networking and presentations, are ever popular with students and graduates. The Careers Service Team ran 8 Forums and Networking Events covering Career Options and issues in:

- The Energy Industry
- The Consulting Industry
- The Science Sector
- The Manufacturing Sector
- Data & Analytics
- Women’s Career Networking
- SMEs
- LGBT+

Women’s Career Networking event February 2020

Several networking sessions also took place within Departments during the academic year and the Careers Service team facilitated and managed these events in partnership with Departmental Careers Advisers.

6.3 Employer-Led Skills Workshops

The Wednesday afternoon employer led skills workshops running throughout the autumn and spring terms continue to be popular with 325 students attending these interactive workshops. 6 sessions ran for Undergraduates and Master Students which included case studies and business games, as well as more traditional skills development sessions.

A series of Employer-Led skills workshops aimed solely at PhD students were planned to run in the summer term of 2020. These fell victim to the Covid-19 pandemic and employers at that early stage of the outbreak were not available to switch to any form of online formats as they themselves grappled with the situation that they found themselves in. They were also dealing with furloughed staff so with regret, but understandably we cancelled the programme prior to advertising to students.

6.4 Getting into Careers Talk programme

The Tuesday and Thursday “Getting into” careers talks attracted good numbers this year with over 524 students taking advantage of these sessions. Twenty-three talks were programmed which aim to encourage students to develop an understanding of a wide
variety of industry sectors and occupations. Many speakers are alumni of the College and collaboration with Alumni Relations has meant we can facilitate alumni to return to offer their insights to current students as they plan their careers. Many of the lunchtime talks were recorded using Panopto and placed on the Careers Service website giving students an opportunity to hear the talks again. Topics covered in 2019-20 included:

- Getting into Engineering
- Getting into Software Engineering
- Getting into Finance
- Getting into Law
- Getting into Medical Communications
- Getting into Science Careers Outside The Lab

6.5 Employer presentations
During 2019-20, the Careers Service in liaison with the Imperial Events team facilitated and marketed 41 company presentations to students. These events take place on campus and highlight the opportunities that they offer along with applicant and interview tips. Several of these presentations are closed to enable specific cohorts of students to attend. The College hosted presentations for female students, BAME, International students and those with a disability.

The Careers Service also marketed and communicated over 175 further Company Events to students during the academic year. These events take place on company premises and the organisations arrange all sign up via their own channels. Overall, over 1,500 students attended a company presentation during the academic year.

6.6 Recruiter in Residence and Mock Interviews
This year 18 employers offered Recruiter in Residence days, held during the autumn and spring term. These sessions allow students to meet individually with company members and are particularly helpful for students on the point of completing an application form or preparing for an interview. 245 students accessed these bespoke sessions in 2019-20. We have also been fortunate in having companies willing to provide a day for mock interview sessions. These are invaluable to students and complement the sessions run by Careers Consultants.

6.7 Vacancy handling
The Placement & Internship and Information Team have continued to encourage companies to make use of the free online vacancy system. Over 5,800 vacancies were processed during 2019-20. From March onwards the impact of Covid-19 on advertised vacancies started to become clear. Analysis of our online jobs board revealed that there was a 75%-80% drop in Graduate vacancies held compared to the same period last year. We continue to receive vacancies, and this is starting to pick up again. These are highlighted in our bimonthly summer newsletter to all students.

7. Professional Project Fund
This new initiative was introduced by our Placement & Internship Unit. Utilising funding previously allocated for our Charity Insights Programme, The Professional Project Fund sought to open out the appeal of Charity Insights and to give broader scope and autonomy for students to
pursue areas of interest. Successful students, both Undergraduate and Postgraduate, applied for funding to support them to complete a four-week, graduate level project in the third sector. Bursaries of up to £1200 were approved after applicants successfully pitched their ideas to a panel consisting of Career Service staff and external assessors.

21 bursaries were awarded, and projects were started remotely during summer 2020. This enabled a truly international element of experience to be carried out with projects taking place in Nigeria, Portugal, Spain and China as well as in the UK.

8. **Alumni Mentoring Programme**
   The Careers Service launched an Alumni Mentoring Scheme in October 2014. The aim of the Scheme is to enable alumni mentors to assist in the development of current students by encouraging their mentee to better understand the professional workplace, discuss potential careers open to them and share insights into their profession. Matching is based on degree background, academic department and career interests. The motivation of the applicants is also measured, and priority is given to students from disadvantaged backgrounds and underrepresented groups, in line with the College's outreach criteria and widening participation strategy. During academic year 2019-20, 247 students were paired with 168 alumni mentors. The mentoring programme also consists of a welcome event where mentees attend a session on making the most of the mentoring relationship as well as an informal opportunity to meet their mentor face to face for the initial meeting. The relationships generally last for 10 months with a minimum of six contacts during that time. These contacts can take place in person or via other technology enabled methods such as Skype.

9. **Work Shadowing**
   Our Work Shadowing programme which (based on good practice from the USA) is designed to give students short (1-5 day) insights into a professional workplace. Spending time in a workplace allows students to experience the realities of a professional environment within a certain industry and provides them the opportunity to question and learn from professionals to help inform their career plans. Our scheme targets first year undergraduates as it can be particularly difficult for them to secure work experience such as summer internships as preference is often given to those in more senior year groups. Additionally, we prioritised students from WP backgrounds and those with limited professional work experience.

   Work Shadowing was disrupted by Covid-19 in Spring 2020. 64 students were matched with 43 organisations such as IBM, Integral Engineering Design and Morgan Stanley. Lockdown took full and quick effect prior to the start of the Spring cycle. Unfortunately, we had to postpone these opportunities however we hope these will take place next academic year.

   The summer programme was redesigned to be a 1-hour career focused conversations with an employer. We matched 92 students to 26 organisations including Deloitte, BAE and Bloomberg.

10. **SME Graduate Scheme – In partnership with Santander Universities**
   As part of the Santander Universities SME Internship Programme, the Careers Service was able to offer part funding to support undergraduate students in securing paid project-based internships with small and medium sized enterprises (SMEs) during academic year 2019-20. The scheme provides SMEs with a means of engaging with the innovative graduate talent from Imperial College London, while meeting a business need and building their talent pipeline.
The Placement & Internship Unit within the Careers Service manage the scheme and offer a full recruitment service to SMEs and allocate internship funding. This support includes: a draft of the initial job advert, upload onto our jobs board, promotion of the vacancy through our weekly newsletter, an initial shortlisting of applications, use of Careers Service Employer Room to conduct interviews, end-to-end guidance through interviews and ultimate selection. 10 graduates were able to take advantage of the scheme.

11. Learning and Teaching
The Careers Service is actively involved in the Learning and Teaching Strategy, having a post funded to assist Departments to embed and review employability in the new curriculum. The L&T funded careers consultant has actively sought out all opportunities to support the implementation of the strategy. Strong relationships have been developed with many departments, helping to review their current curriculum and explore how transferable skills may be embedded to complement student learning.

During 2019-20 highlights included:

- Ran a Talking Teaching session on scaffolded employability learning using case studies of Mechanical Engineering and Medical Biosciences programmes which has led to interest from four further departments.
- Working with computing to develop and embed a bespoke transferable skills building programme throughout their undergraduate programme which will be piloted next year.
- Continuing to deliver transferable skills session in curriculum across all facilities, reviewing and constantly redeveloping to meet with ever changing needs.
- Gained ethics approval to further research decision making methods and employability learning.
- Contributed a case study to the AGCAS curriculum design toolkit.
- Presented a poster at HE Advance Learning and Teaching conference related to online teaching and embedding of transferable skills.
- Developed and successfully piloted a programme to support development of student sabbatical officers in collaboration with Imperial Student Union.
- Reviewed and redeveloped careers central sessions and our horizons programme to enable online delivery.

12. Graduate Outcomes Survey
Students who graduated in 2017 were the last cohort to be captured by the six months out Destination of Leavers from Higher Education (DLHE) survey. This has been replaced by a new statutory Graduate Outcomes Survey (GOS). This now surveys Graduates fifteen months after they have completed their studies. It is a three-monthly rolling survey and is now outsourced to external contractors under the direction of HESA.

The 2017-18 cohort of students – who left College in summer 2018 were surveyed in September 2019. The results from this were delayed and were eventually released by HESA as experimental data in June 2020.

Concern has been raised over the response rates achieved in the early cohorts of this new survey however the College is achieving rates above the sector average. The previous DLHE achieved response rates for home students of over 80%. The new GOS has lowered the requirement to 60% for the external contractor and the very first cohort were achieving response rates in the
order of 50%. A full communication plan was established and liaison with Registry and Alumni has been central in meeting our obligations with the new survey.

Early analysis by Strategic Planning (Table 3 below) has shown that our graduates continue to have excellent and positive outcomes after leaving College. Imperial College Graduates (UG) topped the UK ranking for graduates employed in a highly skilled activity (requires a degree to undertake) fifteen months after graduating, with 97% categorised at this level.

Table 3

<table>
<thead>
<tr>
<th>Measure</th>
<th>Imperial</th>
<th>Cambridge</th>
<th>Oxford</th>
<th>UCL</th>
<th>Manchester</th>
<th>Russell Group average</th>
<th>Sector Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Graduates in work or study</td>
<td>93%</td>
<td>91%</td>
<td>89%</td>
<td>90%</td>
<td>87%</td>
<td>89%</td>
<td>89%</td>
</tr>
<tr>
<td>Undergraduates in work or study</td>
<td>91%</td>
<td>93%</td>
<td>86%</td>
<td>87%</td>
<td>85%</td>
<td>87%</td>
<td>87%</td>
</tr>
<tr>
<td>Postgraduates in work or study</td>
<td>94%</td>
<td>93%</td>
<td>86%</td>
<td>87%</td>
<td>85%</td>
<td>87%</td>
<td>87%</td>
</tr>
<tr>
<td>Undergraduates in highly skilled roles</td>
<td>97%</td>
<td>93%</td>
<td>92%</td>
<td>90%</td>
<td>83%</td>
<td>84%</td>
<td>71%</td>
</tr>
</tbody>
</table>


On March 17, 2020 The Careers Service went fully remote. Preparations and testing for this eventuality had taken place four weeks prior to Lockdown and meant we could offer continuity of service as College embarked on its enforced physical closure.

The team have worked hard to adapt to the new ways of working and the dedication and professionalism that they have displayed is to be commended.

We have maintained a full service for our community and with external stakeholders such as employers. During the period from March 17 to 31 July 2020 the numbers of students that we saw either in one to ones via MS Teams or delivered workshops and seminars for were impressive. We also adapted our offer to be responsive to the pandemic and ran Covid-19 specific workshops on career planning, getting internships, networking and making effective use of LinkedIn. Attendance at these events was high and we enabled more students to take advantage of these sessions than when on campus where we are constrained by room availability and size. We also collaborated with Alumni Relations to run a Q&A panel with alumni who had experienced the economic downturn of 2008. Over 70 students took part in the session.

Headline figures for student engagement during our period of remote working demonstrate that students still feel we can offer a professional and well-regarded service for them in a remote format.

March 17, 2020 to July 31, 2020

Students seen in one-to-one appointments: 886 (2019 = 1100)
Attendance at Careers Service workshops and seminars: 1310 (2019 = 412)
Online CVs checked via MYCVs: 378 (2019 = 232)

Our information provision via our webpages was also adapted and in the early phases of the pandemic were updated regularly to reflect the most up to date information that we had in terms of the labour market and other careers related issues that students were dealing with at the time.

Jason Yarrow
Director, Careers Service

September 2020
At the forefront of the teams’ mind was the stress our students were going through and they worked with compassion and empathy throughout. Feedback from students was universally positive and some quotes below demonstrate that they were thankful of our support and guidance at the time.

“The online experience was perfect. Thank you for all your work!”
“Keep up the great work!”
“Great support, thank you - very much reassured me! :)
“I like online events as it's easy to book and take part. Please keep these as part of the Careers Service next year no matter what happens with corona.”
“It has been great to continue to receive support from the Careers department! The talks have all been very relevant considering the current climate.”

One of the positive aspects of the pandemic has been the students and Careers Services adaptability and use of online remote methods of delivery. Our preferred way of working is on campus and face to face, however, for us moving forward, multi-mode delivery will become a permanent feature of the work that we do.

Jason Yarrow
Director
Careers Service

01 September 2020