At least two duty advisers will normally be available for discussions between 2.00pm and 4.00pm on Mondays, Tuesdays, Thursdays and Fridays during semesters. This time may vary during vacations, and will be publicised in appropriate media including the Careers Centre website and student emails. It is the responsibility of the Customer Services Manager to ensure that users are aware of vacation and other unusual arrangements as far in advance as can be reasonably expected.

A drop-in session normally lasts up to 20 minutes. The careers adviser has access on his/her desktop to information about the number of users waiting and the length of waiting time. The home page of the Careers Centre website contains a changing statement for users, giving the name of the drop-in adviser and the average waiting time on any given day.

The Careers Centre objective is that the waiting time to see a drop-in adviser will not normally be longer than 30 minutes although at the busiest times of year this may not always be possible.

Booked appointment with a careers adviser, usually up to 30 minutes are also available. See Booked Appointments policy.

Drop-in sessions normally take place in advisers' rooms on the first floor of the Careers Centre, but Room 3 on the ground floor is available for meetings with students with disabilities.

Throughout the year students who have had a drop-in discussion may be asked for feedback two days later by means of an automatic, randomised email directing them to an on-line questionnaire.

All discussions remain confidential and impartial.