Who can use us and what they can expect

Access
The Careers Centre offers services to:

- matriculated University of St Andrews students
- alumni of the University of St Andrews (where we are able to help, bearing in mind that our core expertise is with immediate graduate labour markets and further study options)
- staff members of the University of St Andrews (where we are able to help, as for alumni above)

When other demands allow, we may also offer our services to dependents of staff members; to graduate spouses/partners of students or staff members and to recent graduates of other universities who are resident in the area.

The commitment of the Careers Centre to its users
Eligible users of the Careers Centre can expect to be able to access:

- a service which is client-focused, professional, impartial, objective, accessible and confidential
- staff who are welcoming, courteous and approachable as well as professionally and appropriately qualified or trained;
- services which are designed to meet diversity and equality considerations and legislation

Resources
The Careers Centre website and the range of staff and physical resources at the Careers Centre constitute the great majority of the service’s offering to students and graduates.

Significant limitations
While we are able to provide careers education, information and guidance in relation to the UK graduate labour market and further study options, we are not able to provide the same level of information about other countries’ labour markets and further study options. However we seek to provide customised resources for the labour markets and further study options for the countries from which significant numbers of students originate, eg USA. We are not able to advise on the detail of individual UK visa applications, though we can and do identify key general issues and signpost to relevant sources of information and guidance. We are unlikely to be able to help alumni greatly who have graduated more than five years previously except when they are seeking a change of career.

Please note that at the very busiest times of year, we may need to restrict access to advisers to those with the most urgent needs.

Compliments and complaints
We actively seek your views about the services we provide, mainly through regular surveys but we also welcome your comments whenever you wish to make them.

You can do so, either through the Careers Centre website’s feedback link at the foot of each page or by contacting the Director in writing or by email via at dircar@st-andrews.ac.uk

November 2017