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
- graduate staff members of the University of St Andrews
- graduates from other universities who are resident in the area and who have graduated within the preceding two years
- daughters or sons of University of St Andrews’ staff members (where we are able to help)

When other demands allow, we also offer our services to spouses of students or staff members, provided they are graduates.

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;
- equality of provision regardless of gender, racial group, sexual orientation, or age;
- services or resources which have been appropriately adapted to meet the needs of disabled users.

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. The Careers Centre Guide, available online and to take away from the Careers Centre, provides a comprehensive overview of our offering.

Significant limitations
While we are able to provide careers education, information and guidance in relation to the UK graduate labour market, we are not able to provide the same level of information about other labour markets, although we seek to provide customised resources for the labour markets from which significant numbers of students originate. We are not permitted to advise on immigration/visa matters, though we can and do signpost 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, Mr Paul Brown, in writing or by email at careers@st-andrews.ac.uk

March 2014