The Careers Centre recognises the importance of the first contact which any user has with the Centre – it should be both welcoming and helpful. Many first-time users of the Centre may be anxious and confused by the very extent of the resources offered which initially could seem daunting, rather than enabling. For these reasons, the Careers Centre places great emphasis on meeting the immediate needs of the individual while also providing individually tailored suggestions on how to progress the identification and realisation of the most promising ‘next steps’ to take.

Website
Many users may first contact the Careers Centre through the website. The website is designed with the needs of first-time users as well as regular users in mind. Its contents are constantly reviewed and up-dated, and new and improved means of access to services implemented.

Reception
New users are encouraged to speak to reception staff on arrival at the Careers Centre. Reception staff members are trained to establish what the students’ needs are and to respond appropriately. It may be, on many occasions for first-time users, to offer a tour of the Centre, highlighting the range of resources and to encourage the student to speak to a Drop-in Adviser. It will often be appropriate to identify and make available specific information or website resources (via the Careers Centre whiteboard).

Duty Adviser
A careers adviser is available for consultation during times advertised through the website and elsewhere. New users will be encouraged to talk through their broad goals, from which starting point, the adviser will suggest appropriate resources and steps to take in order to facilitate the most efficient and successful exploration of options. In some cases a booked appointment may be offered to a new user (see ‘Drop-in advice’ and ‘Booked appointments’ policies for more information).

Further Steps
New users of the Centre will always be reminded of the continuing resources which are potentially available to them, including appropriately trained and qualified staff