General principles

- Graduates no longer residing in or around St Andrews and students who are on vacation or a year abroad are able to access advice through the online advice system on the Careers Centre website.
- Students or graduates currently residing in St Andrews who contact the Careers Centre with an enquiry for a careers adviser by email, are encouraged to come in to speak to an adviser at drop-in or book an appointment if appropriate.
- We aim to respond to online advice queries within five working days. Users of the online system will receive an automatic reply to this effect.
- All discussions and correspondence remain confidential and impartial.

Who is the most appropriate person to respond to the online query?

If the enquiry is very straightforward and does not require the input of a careers adviser, reception staff will respond. Examples of this type of enquiry include those relating to Careers Centre opening times, vacancy details, Job Shop etc.

Otherwise it will be directed to the most appropriate adviser available at that time:-

- If the enquiry is occupation related, it will normally be directed to the adviser for that occupational area.
- If the enquiry is not occupation related it will normally be directed to the adviser for the student or graduate’s subject area.
- If appropriate adviser is away from the office for several days on leave/training etc, the enquiry will be directed to another adviser with some knowledge of that occupational area or subject.

At any time of year a student may direct an enquiry to, and receive a response from, a named careers adviser, possibly because they have developed a good relationship with that adviser. However, the adviser may, at their discretion, direct such users to the online system.