Online Guidance Policy

General principles

- Graduates no longer residing in or near to St Andrews and students who are on vacation or a semester/year abroad are entitled 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 via the web based online system or by email, are expected to book an appointment with a careers adviser either as an afternoon or a bookable appointment and will be re-directed accordingly. See links on the Home Page of our website.

- The Careers Centre undertakes to respond to online advice queries within **five working days**. Users of the online system will receive an automatic reply to this effect.

- The content of all discussions with careers advisers will remain confidential. The advice and guidance which advisers give in good faith will be impartial and informed by the latest information of which they are aware. Students and graduates are responsible for any decisions which they may make, based on any such advice or information which they have received.

Who will respond to the online query?

If the enquiry is an informational one and does not require the guidance or advice of a careers adviser, reception or information 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 careers adviser with responsibility for the student or graduate’s Academic School.

- If the most appropriate adviser is away from the office for several days, the enquiry will be directed to another adviser with the most relevant background knowledge of the occupational area or Academic School.

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