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 careers advice via telephone.

- Students or graduates currently residing in St Andrews who contact the Careers Centre with an enquiry for a careers adviser by telephone, are encouraged to come in to speak to an adviser at drop-in or book an appointment if appropriate.

- All discussions and correspondence remain confidential and impartial.

- Once a request for telephone advice has been received, the reception will liaise with the appropriate adviser and arrange a mutually convenient time for the conversation to take place.

Who is the most appropriate person to respond to the telephone 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:-

- 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.