Quick Queries &
Advance appointments Policy

Introduction
The Careers Centre offers Quick Queries appointments of up to 15 minutes each day: these are only bookable on the same day and are usually available for all students and alumni though some restrictions may apply at the busiest times of year. The Careers Centre also offers advance appointments of up to 30 minutes, bookable in advance: these are also potentially available to all students and alumni though restrictions apply at the busiest times of year.

Quick Queries

- Quick Queries appointments of up to 15 minutes are available from 14:00 to 16:00 every week day. At busier times of year, two advisers will be available each afternoon and at less busy times one adviser will be scheduled.
- All careers advisers are professionally trained to offer guidance in any sector or subject.
- St Andrews Honours undergraduates as well as all postgraduate students and St Andrews graduates are eligible to book a Quick Queries appointment throughout the year, some restrictions may apply to sub-Honours students at the busiest periods as well as to other groups of users e.g. graduates of other universities or staff members. Current access arrangements can be found on the Careers Centre homepage.
- Students are normally entitled to book up to two Quick Queries appointments in a week, but the Careers Centre reserves the right to restrict the number of appointments which may be booked, either because of the demand pressure on available appointments or because it considers that no sufficiently useful purpose would be served for a particular individual. The Director will communicate any restriction(s) which are introduced for individual students or graduates.
- Quick Queries appointments normally take place in careers advisers’ offices, but Room 3 on the ground floor is available for meetings with students with any mobility disability or injury.
- Students should arrive five minutes before the beginning of their scheduled appointment start time. If a student arrives late, their meeting is likely to be shortened or possibly cancelled.
- Students should cancel their booking online in CareerConnect or notify the Careers Centre Reception if they are unable to attend for an already scheduled appointment.
- Throughout the year students who have had a Quick Queries appointment with an adviser will be asked to provide feedback on that discussion by means of an automatic email directing them to an on-line questionnaire.
- 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.
Advance appointments

- **Advance appointment slots of up to 30 minutes** are available every week with each careers adviser. The number of slots made available will be adjusted throughout the year to reflect levels of demand.

- A link from the Home Page explains how bookings may be made with advisers. Reception staff are also able to offer advice on which careers adviser is likely to be the most appropriate.

- All St Andrews undergraduate Honours students and all postgraduate students and graduates are eligible to book such bookable appointments throughout the year. At the busiest times of year other groups of users, ie sub-Honours students, graduates of other universities or staff members may be restricted in their access. The website page linked from the homepage details the current access arrangements.

- Advance appointments normally take place in careers advisers’ offices, but a room on the ground floor is available for meetings with students with disabilities or injuries which limit their mobility.

- Students are normally entitled to book up to one advance appointments in a week, but the Careers Centre reserves the right to further restrict the number of appointments which may be booked, either because of the demand pressure on available slots or because it considers that no sufficiently useful purpose would be served for a particular individual. The Director will communicate any restriction(s) which are introduced for individual students or graduates.

- Students should arrive five minutes before the beginning of their scheduled appointment start time. If a student arrives late, their meeting is likely to be shortened or possibly cancelled.

- Students should notify the Careers Centre Reception if they are unable to attend for a scheduled appointment.

- Throughout the year students who have had an advance appointment with an adviser will be asked to provide feedback on that discussion by means of an automatic email directing them to an on-line questionnaire.

- 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.