



University of  
St Andrews

## Appointments – terms and conditions

<b>Document type</b>	<b>Guidance</b>
<b>Scope (applies to)</b>	All students
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<b>Key terms</b>	Extra-curricular services/Career development/Service standards
<b>Purpose</b>	Expectations for students, graduates or staff members who have booked an appointment with a Careers Adviser, including what they will be provided with at the appointment and how they should act before, during and after the appointment.

<b>Version number</b>	<b>Purpose / changes</b>	<b>Document status</b>	<b>Author of changes, role and school / unit</b>	<b>Date</b>
1.1	Minor updates	Published	Tracey Dall, Information Manager, Careers Centre	12/09/2019

## **Discussions with Careers Advisers will provide advice and guidance that is:**

- client-focused, impartial, objective, accessible and confidential
- conducted by Careers Advisers who are professionally and appropriately qualified or in training
- informed by current and relevant information
- takes full account of diversity and equality considerations and other relevant legislation
- adheres to current best professional practices, as represented by the [AGCAS Code of Ethics](#).

## **Students, graduates or staff members who have booked an appointment with an adviser are expected to:**

- attend on time
- treat advisers and any other careers centre staff they encounter with respect
- notify the Careers Centre if they are unable to attend for an appointment either by phoning 01334 462688 or emailing [careers@st-andrews.ac.uk](mailto:careers@st-andrews.ac.uk)
- be willing to provide feedback on the quality of their appointment with an Adviser if asked
- take full responsibility for any career decisions which they subsequently make which may be informed by the advice, guidance and information which they have received from the Careers Centre.

## **Complaints**

Any complaints about the service provided should be addressed the Director of the Careers Centre [dircar@st-andrews.ac.uk](mailto:dircar@st-andrews.ac.uk)

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