



University of
St Andrews

Online guidance - policy

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Purpose	Overview of Careers Centre online guidance

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date
1.0	Signed off	Published	Tracey Dall, Information Manager, Careers Centre	07/06/2019

General principles

- Graduates within 3 years of graduation, no longer residing in or near to St Andrews, and students who are on vacation or a semester/year abroad are entitled to access online advice through CareerConnect.
- Students or graduates currently residing in St Andrews who contact the Careers Centre with an enquiry for a careers adviser via the online system or by email, are expected to book an appointment with a careers adviser either as a Quick Query or Advance 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 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 careers adviser 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.

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