



University of
St Andrews

Appointment overview and terms & conditions

Document type	Policy
Scope (applies to)	All students
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Approver	Assistant Director
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School / unit	Careers Centre
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Information classification	Public
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Key terms	Extra-curricular services/Career development/Services
Purpose	Appointments offered by the Careers Centre, when they are available and how to book; expectations for students, graduates or staff members, including what they will be provided with at the appointment and how they should act before, during and after the appointment.

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date
1.1	Yearly update	Published	Tracey Dall, Information Officer, Careers Centre	16/03/2023
1.0	New policy – including terms and conditions	Published	Tracey Dall, Information Officer, Careers Centre	07/03/2022

Introduction

The Careers Centre offers a range of one-to-one appointment types to ensure that you have access to advice and guidance provision appropriate to your specific needs. Our team of professionally trained advisers are committed to ongoing professional development and through the Careers Centre's links with graduate employers we keep up to date with recruitment practices and trends in the graduate job market.

You do not need to know what you want to do before you come to see us – we see students at every stage of their career development journey.

The Careers Centre is strongly committed to offering equality of opportunity to all its users:

- Advisers adhere to high professional standards and will conduct discussions with impartiality, confidentiality and with due regard to diversity and equality considerations.
- A list of helpful resources is available on our [Equality, diversity and inclusion](#) pages.
- Our [Careers Advisers](#) are happy to discuss specific issues.

Appointment types available

We offer the following appointments, both in-person and online (via Teams):

- Careers advice (15 minutes).
- CV, covering letter and LinkedIn profile advice (15 minutes) (online only).
- Interview coaching (45 minutes).
- Research staff careers appointments (45 minutes). These appointments are for early-career contract research staff to meet with an adviser to discuss a variety of career-related issues.

By referral

Wherever circumstances prove to be too complex to cover adequately in shorter appointments, an adviser may refer you to one of the longer appointment types below.

- Careers Guidance appointment (30/45 minute)
- Career coaching (30 minutes)

Booking an appointment

Please read the appointment descriptions on the Careers Centre website and book the most appropriate appointment for your current needs. All appointments are bookable via [CareerConnect](#).

Cancelling an appointment

Demand for appointments is high. Users are expected to cancel any appointment they are unable to attend through [CareerConnect](#).

Expectations in individual appointments

To align with standards expected in graduate workplaces, we expect you to arrive for appointments on time. Advisers may not proceed with appointments where they judge that there is insufficient time

available for discussion. You may be counted as a non-attender if you do not appear within five minutes of the agreed start time.

During an appointment, please be open to questions and suggestions. Our Careers Advisers cannot tell you what job or career is best for you but will provide information and guidance to help you decide.

A careers guidance appointment can facilitate progress in your career journey. Depending upon where you currently are in that journey, you may need multiple appointments as you move towards your target destination.

Please note that we can signpost to information on visa matters, but we are not legally permitted to offer advice on individual circumstances.

Full details on what to expect from an appointment are available on the Careers Centre website.

Preparing for an appointment

Full details on how to prepare for an appointment are available on the Careers Centre website.

Online advice and guidance

For students and alumni (within three years of graduation) who are unable to access one of our bookable appointments, the Careers Centre offers the option of submitting online careers queries via [CareerConnect](#).

General principles

- Graduates within three 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 and will be re-directed accordingly.
- 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, how to book an appointment and part-time work. Otherwise, it will be re-directed to the most relevant person in the team for a response.

Appointments terms and conditions

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

- client-focused, impartial, objective, accessible and confidential.
- conducted by Careers Advisers and CV 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 cancelling on Career Connect, phoning 01334 462688 or emailing 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.

Compliments and complaints

Any compliments or complaints about the service provided should be addressed the Director of the Careers Centre dircar@st-andrews.ac.uk.

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