

# Appointments Policy for Students and Graduates

## Meet with our careers experts

Careers and Placements offers a high quality, impartial and professional service to all York students and graduates from welcoming and trained staff. Appointments are available at various times across the week to provide support, information, advice and guidance on areas specific to identifying, exploring and applying for work, further study or career options.

All registered York students and graduates are welcome to book appointments with our careers team. Please check the available appointment types mentioned below and book the most appropriate one for your circumstance. We cannot offer an indefinite number of repeat appointments, and so you are expected to attend the appointment you have booked, and to engage with the next steps and actions suggested during your appointment. Mock interview appointments can be accessed if you are actively applying for work experience/jobs or further study and we feel you will benefit from support to prepare for these processes.

We are confident that up to four bookable appointments per semester, alongside our [information resources](#) and [application technology](#), will assist your progress on your career journey.

## Appointment types available

We offer a range of appointment types through Careers and Placements as listed below. Please review the purpose of each [appointment type](#) on our website and book the most appropriate appointment for your needs at the time of booking.

- First Steps appointment
- Careers advice
- Mock interview
- Placement Year appointment
- Postgraduate research student careers advice
- Final Year / Graduate careers advice
- Enterprise consultation

It may not always be necessary to book an appointment - you can ask careers or work related questions directly to the Careers Information Team via [Handshake](#), or come to the

Careers Drop-in 11 am to 1 pm weekdays in semester-time at the Careers and Placements Building, located on Campus West, next to Spring Lane Building.

## Before an appointment - help us to help you

Careers and Placements is here to help. We strive to make all of our appointments open, accessible and inclusive to all students. We can do that better if you take a proactive approach. The more you put in, the more you'll get out and make faster progress.

For each appointment, you are asked to:

1. **Prepare for your appointment** - being clear on what your questions or challenges are, what you have done already to answer or address these and what you would like to gain from the appointment. Notify us in advance if you require any reasonable adjustments to help you access careers appointments. A list of the adjustments we offer as standard, how to request them as well as the timeframe required for us to action these is available [in this table](#) and also on our webpages. If you require any additional adjustments please let us know through a Handshake message to the [Careers Information Team](#).

2. **Arrive\* on time** - appointments are time limited so if you arrive late the time available to you in the appointment will be reduced.

\* or log in, if it's an online appointment.

3. **Clarify and record your next steps** - before the appointment ends go over these with your careers professional.

4. **Make sure you complete the steps or actions** agreed in any previous appointments - if you need to book another appointment with the service make sure you can explain what you have completed and what you need from the next appointment.

## Booking an appointment

You can view and book available appointments via [Handshake](#), choosing the most appropriate [appointment type](#). If you would like a same-day appointment, you can book up to one hour before it's due to start, where available.

### Cancelling an appointment

We know things change - if you find you can't attend your appointment or no longer need it, please make sure you cancel it in Handshake (preferably at least an hour before it is due to start). This ensures we free up more appointments for other people and avoids wasting staff time.

### What to expect in an appointment

Our careers experts are trained to help you explore your motivations, ambitions and options. They will direct you to relevant information resources and support you in planning your next

steps. They can also show you the tools and techniques that support the application processes for jobs, opportunities and further study.

Unfortunately, there are some limitations to what we can offer in a careers appointment.

We are unable to:

1. Review every CV and application - we encourage you to apply the learning gained from uploading your CV to [CareerSet](#).
2. Provide a proofreading service for CVs and applications.
3. Provide support or advice related to mental health, immigration, finance, housing or academic progress; however we can signpost you to the relevant support services, see below.

## Support outside of Careers and Placements

In the course of your conversation with a careers professional, you may discover you have more complex queries that sit outside of careers advice and guidance. In these situations, we will do our best to help you identify the relevant services that may be able to support your circumstances and needs within the University. These may include:

- A range of [health and wellbeing](#) help and support is available to students, through Open Door, the TalkCampus app and support in Colleges.
- The [Student Hub](#) team provides a range of support to students, including financial and housing support, immigration and visa advice, and support for international students.
- [Academic supervisors](#) can advise you on issues relating to your academic progress, personal development and general pastoral guidance.
- Your students unions, [YUSU](#) and [GSA](#) also run advice and support services covering a range of issues.

