

Student User Policy: Appointments

Meet with our careers experts

Careers and Placements offers a high quality and professional service from welcoming and trained staff. Appointments are available to provide support, information, advice and guidance on areas specific to identifying, exploring and applying for work experience or career options.

All registered York students are able to book appointments with our careers team. You should check the available appointment types mentioned below and book the most appropriate for your situation. 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. Additional mock interview appointments can be accessed if you are actively applying for experience/jobs and we feel you will benefit from additional support to prepare for these processes.

We are confident that up to three appointments per term, alongside our information resources and application technology, will assist your progress on your career journey.

Appointment types available

A range of appointment types are available through the Careers and Placements service as listed below. Please review the purpose of each [appointment type](#) on our website and book the most appropriate appointment for your current needs.

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

It's not always necessary to book an appointment as you can ask questions directly to the Careers Information Team via [Handshake](#), or come to a drop-in 11 am - 1 pm weekdays in term time. See the 'General careers information and advice' section on the [Talk to us](#) page.

Before an appointment we need you to do a few things

Careers and Placements is here to help, but 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.

You are asked to:

1. **Prepare for your appointment** - being clear on what your questions or challenges are, what you have done already and what you would like to gain from the appointment.
2. **Arrive* on time** - appointments are time limited so if you arrive late you will reduce the time available to you in the appointment.
* or login, 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, please make sure you cancel it (preferably at least an hour before it is due to start). This ensures we have more appointments available for students and avoids wasting staff time. Plus, it's the polite thing to do!

What you can 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 and opportunities. 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 support or advice related to mental health, immigration, finance, housing or academic progress; we can signpost you to relevant support services, see below.

Support outside of Careers and Placements

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

- A range of [health and wellbeing](#) help and support is available to students, through Open Door, Togetherall and College Tutors.
- 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.

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