

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 **three appointments per term** (from start of term to end of vacation period prior to new term commencing) of any type. 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. In exceptional circumstances only, the careers team may review your situation and offer further one-to-one support in the term.

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 type for your current needs.

- Careers advice
- Mock interview
- Placement appointment
- Postgraduate research student careers advice
- Final Year careers advice
- Enterprise consultations

It's not always necessary to book an appointment as you can ask questions directly to the Careers Information Team via Handshake. See the ['General careers information and advice' tab on our website](#).

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 to support this 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 (and, unfortunately, you'll have still used up one of your three available appointments for that term).
* 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](#). Please [review the purpose of each appointment type on our website](#) and book the most appropriate appointment type for your current needs. If you would like a same-day appointment, you can book up to **one hour before** it's due to start, where available.

It's not always necessary to book an appointment as you can ask questions directly to the Careers Information Team via Handshake. See the ['General careers information and advice' tab on our website](#).

Cancelling an appointment

This is important as it could affect your access to appointments in a term!

If you need to cancel your appointment please do so at least **one hour before** it is due to start. This allows another student to book that appointment. If you cancel less than one hour before, it will be counted as one of your appointments for the term.

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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