Policy and Procedure: Bookable Advice & Guidance Provision at the Careers Service in the Atrium

1. Purpose

The Policy covers the one to one bookable advice and guidance provision that the Service offers including telephone /Skype appointments and referral.

2. Eligibility [www.manchester.ac.uk/careers/services/eligibility]

2.1 Our users:

- Students must be in possession of a valid University of Manchester student ID card to book appointments.
- Students at The University of Manchester for an exchange e.g. Erasmus or a short course in possession of a University of Manchester student ID card, campus login and University of Manchester e-mail address may use our services for the duration of the period of study.
- Graduates must have completed their programme of study/research at The University of Manchester within 2 years.
- Students who leave their course without graduating have access to services for 1 calendar year.
- Manchester School of Architecture students/graduates should in the first instance contact The Careers & Employability Service at MMU http://www.mmu.ac.uk/careers/

2.2 Advice for MBA students and graduates is provided by The Careers Management Service of the Manchester Business School.

Students from affiliated colleges whose degrees are validated by The University of Manchester are not eligible for advice and guidance services and should use the careers service at their own institution.

2.3 All booked appointments are booked on a needs basis; the Careers Service operates a triage system with staff asking diagnostic questions to ascertain the nature of the enquiry and the suitability of any services/appointments offered.

3. Types of Bookable Appointments available at the Careers Service in the Atrium

- Guidance – Face-to-Face/Telephone/Skype Appointments
- Interview Simulation
- Duty Advice
- Applications Advice

3.1 Guidance appointments [www.manchester.ac.uk/careers/services/guidance]
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- Normally available Monday – Friday (excluding Bank Holidays and other closure days) during the Atrium opening times 09:00 – 17:00 hours and last up to 30 minutes. During peak time’s e.g. mid-September - end October 15 minute appointments will be offered.
- All appointments must be booked in advance through the Atrium in person or by telephone Tel: 0161 275 2829.
- Users are permitted to book one appointment at a time. There is currently no limit on the overall number of appointments which a user may book.
- Disabled users can access up to 60 minutes for a standard appointment and 30 minutes for peak time appointments on request. Disclosure will need to be made at the time of booking the appointment.
- Appointments by telephone and Skype may be available to eligible users who are unable to have a face-to-face appointment due to special circumstances e.g.
  - Restrictive caring responsibilities
  - Disability
  - Unavoidable geographical distance from the Careers service
  Further details regarding the booking of these type of appointments is available on the Careers Service website www.manchester.ac.uk/careers/services/guidance/telephone

3.2 Duty Advice

- A small number of 15 minute appointments may be available for same day booking for urgent enquiries.
- All appointments must be booked in advance, as early as possible on the day, through the Atrium in person or by telephone Tel: 0161 275 2829

3.3 Interview Simulation www.manchester.ac.uk/careers/applicationsinterviews/interviews/

- Users are limited to one interview simulation appointment at the Careers service in the Atrium per academic year.
- Bookable when you have a real interview coming up. Please book as soon as the interview date is confirmed as appointments are subject to availability.
- All appointments must be booked in advance through the Atrium in person or by telephone Tel: 0161 275 2829.
- Appointment slots are 30 minutes long but eligible disabled users may request a 60 minute appointment. Disclosure will need to be made at the time of booking the appointment.
- Appointments via Skype may be available to eligible users who are unable to have a face-to-face appointment due to special circumstances e.g.
  - Restrictive caring responsibilities
  - Disability
  - Unavoidable geographical distance from the Careers service
  Further details regarding the booking of these type of appointments is available on the Careers Service website www.manchester.ac.uk/careers/services/guidance/telephone
- Help with preparing for an interview is also available in Guidance appointments which are currently not limited www.manchester.ac.uk/careers/services/practiceinterviews/

3.4 Applications Advice www.manchester.ac.uk/careers/services/applicationsadvice/
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- Individual Applications Advice appointments are 15 minutes long. They are not careers guidance appointments.
- These sessions are conducted by specially trained Applications Advisors.
- Users are limited to booking four appointments in a 30-day period.
  - This limit includes bookings made but not attended. It does not include bookings made and cancelled before the start time.
  - Clients are permitted to book multiple appointments on the same day if they wish, but they will all count towards their total.
  - Disabled users are entitled to 30 minute appointments and so are entitled to 8 appointments in 30 days in order to allow for a longer appointment time.
- Appointments are released for booking one working day in advance before 09:00 hours
- Bookings can be made in one of three ways:
  - Online using CareersLink, booking open 24 hours while availability lasts www.manchester.ac.uk/careers/services/aboutcareerslink
  - Disabled users booking online are advised to book two consecutive slots as they are entitled to 30 minute appointments. However, CareersLink does not automatically recognise the increased limit when booking online so it is advisable to book in person or by telephone in order to override the limit.
  - In person at the Careers service desk in the Atrium
  - By telephone 0161-275 2829

4. Location of appointments

4.1 Guidance appointments including telephone and Skype, Duty Advice appointments and interview simulations in the Atrium take place in a room/pod. The Careers Desk and Applications Advice appointments are held in an open space location where conversations can be overheard by other students and staff.

4.2 Disabled users are asked to mention when booking an appointment if any adjustment needs be made to help them access our services, e.g. we have a room larger than the usual pods which may be more suitable for wheelchair users and people who experience severe claustrophobia.

5. Confidentiality

5.1 The content of all appointments and conversations at the Careers Service are confidential and will not be disclosed outside the Careers Service without your prior consent.

5.2 Guidance appointments including telephone and Skype appointments, Duty Advice and interview simulations take place in a confidential room/pod. The Careers Desk and Applications Advice appointments are held in an open space, clients who wish to speak in greater confidence than the space affords are requested to inform staff who will take them to a confidential location (space permitting).
6. Lateness, cancellation and missed appointments

6.1 Demand for appointments can be heavy and Careers Consultants work to tight schedules. Users are asked to aim to arrive a few minutes before their appointment time. If they cannot attend an appointment they are asked to let us know as soon as they can. We appreciate that, on occasion, things may happen that can cause us, or users, to run late. In order to minimise inconvenience to others, we operate appointment cancellation and lateness policies.

6.2 Each year, there are a large number of missed appointments and last-minute cancellations. We help clients remember their appointment by sending a confirmation email at the time of booking.

6.3 We reserve the right to withdraw access to appointments if a user has repeatedly failed to attend.

6.4 Notification of lateness

We understand that on occasion things may happen that can cause clients to run late. If a client thinks they may be late for an appointment, we ask that they ring 0161 275 2829 to notify us as soon as possible.

- A client arriving during the first third of their appointment start time will be seen for the time remaining left in their appointment slot, i.e.
  - within the first 5 minutes for 15 minute appointments,
  - within the first 10 minutes for 30 minute appointments,
  - within the first 20 minutes for 60 minute appointments.
- A client arriving after the first third of their appointment has elapsed will be deemed to have missed their appointment and will need to re-book for another time or date.
- The appointment duration is important in order to provide a quality advice and guidance service. If a client is late for their appointment we will have insufficient time to explore their enquiry with them which we consider could have a detrimental impact on the client’s application or decision making ability.
- Inconvenience to other users – If an appointment is started late this is likely to make the appointment run into the time allocated to the next client.

6.5 Client Cancellation of appointments

A client who cancels before the start time of the appointment may be able to rebook for a later time or date. We ask clients to ring us on 0161 275 2829 as soon as possible if they are unable to attend a booking and to give us as much notice as possible in order to make the appointment slot available to other clients.

6.6 Staff cancellation of appointments

Occasionally circumstances beyond our control such as staff illness mean that we are unable to provide a service as originally booked.
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- We will attempt to phone and/or email the client as early as possible to offer whatever alternatives we can.
- We will always leave a message if the facility is available, please be aware that our number is likely to be displayed as unlisted caller.

7. Referrals

7.1 Our Careers Service is characterised by the nature of the services that we offer. Where referral is concerned our users and our relationship with them heavily influences our professional approach.

7.2 Where referral does occur it is concerned with suggesting another appropriate provider of services to a user and always allowing them to decide whether to take further action. Referrals may be made to careers guidance appointments or other services within the Careers Service and to other support services with the university or externally.