1. Purpose

The Policy covers Email advice and information provision that the Service offers to both members of the public and eligible students and graduates www.manchester.ac.uk/careers/service/eligibility

We make every effort to provide accurate, impartial and up-to-date careers information, advice and guidance. We are committed to helping clients make informed decisions so that they develop and manage a successful career.

As some information is subject to last-minute changes, clients are advised to keep in close contact with us and verify information such as dates of events, application deadlines, etc.

2. Eligibility

2.1 Our users are:

- 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 We are happy to reply to quick questions from members of the public.
3. Types of e-mail advice and information available

- Advice and application feedback by e-mail
- Advice and information at the Careers desk or by telephone

4. Advice and application feedback

4.1 Detailed advice and application feedback is limited to eligible students and graduates of The University of Manchester who are asked to quote their university ID number.

4.2 Application feedback is only available to clients who are unable to use the face-to-face Applications Advice provision available. Clients are asked to mention the reason in their email. Reasons may include:

- Disability.
- Unavoidable geographic distance. This will usually apply to graduates or students who are on a placement or year abroad.
- Full-time employment.
- Difficulty finding cover for caring responsibilities
- Other circumstances will be considered

Guidelines on other information needed in the email request are listed on the website: www.careers.manchester.ac.uk/services/emailadvice/

4.3 This service is limited to 4 documents in a 30 day period.

4.4 All enquirers will normally receive a response within 5 working days. Please note the Careers Service is closed weekends, bank holidays and between Christmas and New Year. Complex enquiries may require additional research and may take longer than 5 working days, but a preliminary response will be sent within 5 days to keep the client informed.

5. Advice and information at the Careers Service desk or by telephone

5.1 Clients may speak to a member of the Information Team without appointment during opening hours either in person or by telephone. www.careers.manchester.ac.uk/services/information/

5.2 Referrals may be made to careers guidance appointments or other services within the Careers Service and to other support services within the university or externally.

5.3 Information and advice given by telephone or at the information desk cannot be considered to be confidential as it is in a location where it can be overheard by other students and staff.