Careers Service Fair Use Policy

Welcome to the University of Edinburgh Careers Service. Our vision is to make a meaningful contribution to the experience of every University of Edinburgh student. To help us do this this we operate a fair use policy to encourage fair and sensible use of our services.

**WHAT YOU CAN EXPECT FROM US:**

* Professional, friendly and approachable staff committed to helping you.
* Reasonable notice if we have to cancel your appointment. If we can’t find a substitute consultant we will re-schedule your appointment at the earliest possible convenience.
* Reasonable notice if we have to cancel an event. If this is a careers-led session, we will ensure you receive any slides or information resources.
* A response to written or telephone queries within **3 working days**.
* An opportunity to provide feedback on appointments, events and fairs. You can also share feedback or comments throughout the year via: <http://www.ed.ac.uk/careers/about-us/feedback>

**WHAT WE ASK OF YOU:**

You can help us provide the best possible service to all our users by:

* Attending - and being punctual for - all events and appointments. We reserve the right to withhold entry if you are more than 10 minutes late for an event booking, and 5 minutes late for an appointment.
* Viewing all bookings as a serious commitment to attend. Although we prefer you cancel, if unable to attend, please try to avoid repeat cancellations - we may not be able to release the slot in time for other students to book.
* Contacting us in advance (of any appointment/event) if you have additional or specialist needs (email careers@ed.ac.uk or ring 0131 650 4670).
* Completing any preparatory work we request, for example, prior to a guidance interview or workshop.
* Being professional and respectful in all interactions with Careers Service staff, employers and visiting speakers.

**Non-attendance policy**

If you are unable to attend an appointment or event, please cancel your booking as soon as possible and at least 2 hours before the start time. Up to 2 hours before the start time you may cancel your booking through MyCareerHub. If you are unable to access MyCareerHub ring us on 0131 650 4670 or email careers@ed.ac.uk

You will receive a reminder email after an appointment or event booking and also following one absence. If you miss an appointment or event twice in within a 14 day period your online booking access will be revoked for 2 weeks.

We are trying to encourage professional and courteous behaviour, which non-attendance fails to demonstrate. It also disadvantages your peers who may be on the waiting list for that event.

We are happy to consider extenuating circumstances but please notify us as soon as possible.

 **Careers Service
September 2017**