

Our Commitment

The professionally accredited Careers and Employability Service is here to support all University of Aberdeen students and graduates to develop their employability, career confidence and career plans. We aim to provide an open, welcoming and supportive service that is accessible to everyone.

Who can use the Service

The Careers and Employability Service is available to University of Aberdeen students, graduates*, and members of staff.

**If you are a current student at another university (after your degree at the University of Aberdeen), we ask that you get in touch with your current institution for careers support.*

What you can expect from the Service

- Professional, respectful and inclusive careers support.
- Clear, accurate and up-to-date careers information, advice and guidance.
- Reasonable adjustments to ensure our services are open and accessible to all.
- Timely responses within our published service standards.

What we ask of users of the Service

To help us support everyone effectively, we ask that you:

- Engage respectfully with staff, fellow students and employers.
- Attend booked appointments and events on time or cancel in advance if you cannot attend.
- Take time to reflect on and take appropriate action following engagement with the Service.
- Provide constructive feedback on your experience to help us improve the Service.

Fair and reasonable use

We encourage students to use the service proactively. However, use should be **reasonable and proportionate**, recognising that our resources must be shared fairly.

Examples of over-use include (this list is not exhaustive):

- Repeatedly booking appointments when guidance has already been provided and no new need is identified.
- Making excessive contact (for example, frequent emails or messages on the same issue) that prevents staff from supporting others.
- Repeated non-attendance or late cancellation of appointments.
- Using appointments for purposes outside the remit of Careers and Employability (e.g. academic appeals or non-career related matters).

Please note: Users can book a maximum of **four appointments within any 14-day period** and may only have one **upcoming appointment of each appointment type** booked at any one time.

If use becomes a concern

If we feel that use of the service is becoming excessive or inappropriate, we will:

1. Discuss this with you clearly and supportively.
2. Agree reasonable boundaries or alternative forms of support.
3. Where necessary, any restrictions, such as limits on access (for example, reducing appointment frequency or pausing bookings for a set period), will be clearly explained.

Unacceptable behaviour

Abusive, harassing or threatening behaviour towards staff, students or employers will not be tolerated and may be addressed under University policies such as the [Code of Practice on Student Discipline \(Non-Academic\)](#) and [Unacceptable Actions Policy](#).

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