

Fair Use Policy and guidelines

Fair Use policy

- We aim to enable as many students as possible to meet a careers adviser within a reasonable period of time
- In order to be fair to our many users **we limit any user to three contacts with a careers adviser in any four week period**. At particular times of the year, the Careers Service is very busy and it is unlikely that we will be able to offer you multiple appointments in a short time frame. Our aim is to support as many students as we can, therefore we may need to limit client's ability to book appointments where instances of high usage occur.
- In order to make the best use of your time and that of the Careers Adviser ensure you have reviewed our website and Handshake Resources for information provided online that will help you.

Internal delivery of the Fair Use Policy

- To support the fair use policy a [Handshake report](#) identifying those students who have had more than 3 contacts within a 4-week period will be reviewed on a weekly basis.
- The Deputy Director (and in his absence the Director) will review those student accounts and any associated notes.
- Where there is no visible rationale for the high level of contact the Deputy Director will write to the students advising them of the Fair Use Policy and requesting that they refrain from booking an appointment for a period of 4 weeks (from the date of their last appointment). The content of this message along with the date and time it was sent should be logged in the 'notes' field of the users record.
- If following that communication, a user should continue to book appointments, and assuming no mitigating factors are present or advised, their Handshake account will be suspended for a period of 2 weeks. (By amending the users record from 'Active' to 'Blocked')
- Should an individual wish to appeal they should be directed to the [Complaints policy](#)

In support of this policy/process please could Careers Advisers and Information staff ensure that they provide relevant notes on a user's Handshake account. (see Notes on Notes doc) For example, if a student is experiencing particular difficulties and it is considered appropriate for them to access several appointments in a short time-frame a CA may opt to note "please exempt from fair use process until <date>".

It would also be useful to note if a CA has advised a student that they are unlikely to benefit from further appointments in the short term e.g. "informed <user> that their application is fit for submission and would not benefit from further review.

Process:

1. Report identifies users who booked more than 3 appointments in a 4 week period
2. Deputy Director reviews those users and associated notes.
3. Where usage is deemed inappropriate write to the individual students and log this action in the Notes section of their Handshake account
4. If a user continues to book appointments and the notes indicate they have already been communicated with regarding the fair use policy the deputy director will amend their Handshake account to 'blocked' for a period of 2 week and write to advise the student of this action.
5. Following the 2 week 'suspension' the users account is reset to 'active' (this needs to be done manually so might be useful to note in the diary when that action needs to be taken)