

# Personal Tutoring Bulletin

Queen's University Belfast

September 2012

Bulletin 4

## Results from FYE 2011:

The results from the First Year Experience survey of 2011 showed that new students in the vast majority of Schools met their Personal Tutor on a regular basis during Level 1 and valued the support they received from them. To further support this work, the Learning Development Service has developed some additional materials for new students which Personal Tutors may like to be aware of.

## Learning Development Service: New Resources for Students.

**Time Management:** A4 academic calendar which highlights key dates, A2 academic calendars, pens and weekly time planners.

In addition, a new **stress management booklet** has also been specifically written for Queen's students.

Copies of all of the above resources are included in the Personal Tutoring pack sent out to Senior Tutors in all Schools this month. If you would like any more of these resources please email [lds@qub.ac.uk](mailto:lds@qub.ac.uk)

## News on Other LDS Supports:

**The maths drop-in sessions** will be advertised on the website from the beginning of September. Students who would benefit from this support are encouraged to drop-in.

A new **support programme for mature students** will be launched on 20<sup>th</sup> September.

Also some new features have been added to the **cite<sup>2</sup>write** resource which we hope students will find beneficial.

*Tip for Level 1 Personal Tutors: If there is a peer mentoring programme in your School, please encourage new students to participate.*

[www.qub.ac.uk/lds](http://www.qub.ac.uk/lds)

## Engaging students in Personal Tutoring from Level 2 onwards

Many Schools report good levels of engagement with students at Level 1 when the student values the support for settling into the course and their early academic development. However, the need for this type of support is commonly reported to tail off towards the end of the first year and in Level 2. One good way to retain the students' interest in Personal Tutoring in Levels 2 and 3 is to switch the central focus of discussions towards a fresh theme such as encouraging them to start to consider ways in which they could enhance their employability.

There is a considerable range of specialist supports and employability enhancement opportunities provided for students by Careers, Employability & Skills (CES). Students who do engage report high levels of satisfaction with the events and advice they receive. However some students, particularly those who are unsure and undecided about which career path(s) they might follow, need more encouragement to understand that the work of CES is as much about helping people in their situation as it is for those who are certain of their career path.

*Tip for Level 2/3 Personal Tutors: Let your students know that Level 2 (pre-final year) is the best time to start to engage with Careers so that they will be ready to apply for jobs or postgraduate courses during their final year. Ask each student to pick at least one CES activity/event that they will complete before the Christmas break.*

CES events, activities and student/graduate job vacancies are advertised on

[www.qub.ac.uk/careers](http://www.qub.ac.uk/careers).

## SKILLS FOR SUCCESS AND EXAMPLES OF OTHER EVENTS/OPPORTUNITIES PROGRAMMES

Lunchtime Workshops and Skills for Success	Other Events/Opportunities
<p><b>Lunchtime Workshops</b> 1-2pm each day in the Student Guidance Centre and covering:</p> <ul style="list-style-type: none"> <li>▪ Degree Plus</li> <li>▪ Applications</li> <li>▪ CV's</li> <li>▪ Interview Skills</li> <li>▪ Psychometric tests</li> </ul> <p><b>Skills for Success</b> is a series of workshops delivered by employers. Examples of topics being covered in this term's workshops are:</p> <ul style="list-style-type: none"> <li>▪ Presentation &amp; Communication Skills</li> <li>▪ Leadership</li> <li>▪ Making successful job applications</li> <li>▪ Preparing for Assessment Centres.</li> </ul> <p>Attendance at 4 of the Skills for Success workshops equates to 50% of <b>Degree Plus Award via Route B</b></p>	<p><b>Examples of Other Events/Opportunities:</b></p> <ul style="list-style-type: none"> <li>▪ EU Campus Ambassadors, November 2012</li> <li>▪ City Finance and Law panels – 9 October and 5<sup>th</sup> of November</li> <li>▪ <u>Careers Fairs</u>: (Starting from 23rd of October)</li> </ul> <p><b>Opportunities for Non-Vocational Students:</b></p> <ul style="list-style-type: none"> <li>▪ Alumni Career Mentoring: <a href="http://www.qub.ac.uk/alumnicareermentoring">www.qub.ac.uk/alumnicareermentoring</a></li> <li>▪ Career Path Choices : (Thursdays@thelibrary - 22<sup>nd</sup> or 29<sup>th</sup> of November, 6-7pm McClay Library, Training Room 1)</li> </ul> <p>Students should check the <a href="#">Online Career Management System</a> for details of these and other events (see below)</p>

## EXAMPLES OF CAREER EDUCATION, INFORMATION ADVICE AND GUIDANCE

Events Calendar and student or graduate Job vacancies	
<p>Listings of the details of all Events and job vacancies.</p>	<p>Queen's students can register with the <a href="#">CES Online Career Management System</a> to view:</p> <ul style="list-style-type: none"> <li>• The “<b>what's on</b>” list of events that are happening in the University and elsewhere. Once registered they can also book a place, get details of when and where an event is happening.</li> <li>• The <b>job vacancies database</b> that is used to advertise both student and graduate job vacancies. (The Online Career Management System can also be accessed through the CES website <a href="http://www.qub.ac.uk/careers">www.qub.ac.uk/careers</a>)</li> </ul>
One to one Guidance	
<p>Staff in SGC</p> <p>Duty Adviser/ Guidance Interview</p> <p>E-Guidance</p>	<p>Can help or refer to a Careers Advisor (Monday – Friday, 9am to 5pm)</p> <p>For quick, <b>drop-in</b> queries or help with a CV or application form Monday to Friday 10am-12.30pm &amp; 2pm-4.30pm (<i>10.30am -12.30pm &amp; 2.30pm to 4.30pm during non-teaching weeks</i>). For a <b>full guidance interview</b>, students need to book an appointment through the Guidance Centre (028-90972727)</p> <p>Further information on this and all of the above is available on the CES website (<a href="http://www.qub.ac.uk/careers">www.qub.ac.uk/careers</a>)</p>
Degree Plus	
<p>Accreditation</p>	<p>The Degree Plus Programme is a vehicle for accrediting learning and skills developed through extra-curricular activity. Students will find further information at <a href="http://www.qub.ac.uk/degreeplus">www.qub.ac.uk/degreeplus</a>.</p>
Development Programmes	
<p>Development Programmes</p>	<p>In addition to tailored workshops for particular disciplines, staff from CES facilitate a range of career development programmes such as <b>Insight into Management</b> (April each year) <b>Queen's Employability and Skills Award</b> and <b>City Study Tours</b>. <a href="mailto:www.careers@qub.ac.uk">www.careers@qub.ac.uk</a></p>
Further Information	
<p>CES Website, Facebook or Twitter</p> <p>Weekly Newsletter/ Careers Guide</p> <p>Career Information Room</p>	<p><a href="http://www.qub.ac.uk/careers">www.qub.ac.uk/careers</a> .The careers website is a key information point and all students should get to know it. Facebook <a href="http://www.facebook.com/queenscareersemployabilityandskills">www.facebook.com/queenscareersemployabilityandskills</a> and Twitter <a href="http://twitter.com/CareersatQueens">twitter.com/CareersatQueens</a> interfaces are also offered to students.</p> <p>The Careers Weekly Newsletter is available on the careers website and provides a summary of key opportunities that are currently available. The <b>Careers Guide</b> is available in hard copy and e-book format (via CES website)</p> <p>Located just off the main reception area on the First Floor of the Student Guidance Centre. This is a quiet area where students can browse a broad range of career-related information. Personal Tutors can request a tour of this and other career resources, for their group (see contacts below).</p>

## SUMMARY REFERRAL ACTION CHART

Personal Tutor Action	Examples of possible referrals.
<b>Academic difficulty</b>	
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Establish that the issue falls within your remit</li> <li>• If outside your remit, refer to appropriate specialist support</li> <li>• If the issue falls within your remit, make suggestions as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Student is academically “at risk” – Adviser of Studies (speed of referral is important)</li> <li>• Specific issues relating to module, course or academic regulatory matters must be referred to the Adviser of Studies</li> <li>• Difficulties with an element of a module – Module Coordinator or lecturer</li> <li>• Student requiring individual support with a fundamental academic skill (e.g., numeracy, essay writing or coping with examinations) – refer to the <b>Learning Development Service</b>: Student Guidance Centre 9097-3618, <a href="mailto:lds@qub.ac.uk">lds@qub.ac.uk</a></li> <li>• International Student Support 9097-3899, <a href="mailto:iss@qub.ac.uk">iss@qub.ac.uk</a> (Please note, Personal Tutors must not get involved in any discussions regarding visas)</li> </ul>
<b>Personal difficulty</b>	
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Offer help through referral</li> <li>• Refer with student’s agreement</li> </ul> <p>(Also see “Staff Guide to Student Care” on Page 45 of the Guide for Personal Tutors)</p>	<ul style="list-style-type: none"> <li>• <b>Staff queries</b> about student well-being issues – <b>Student Affairs Office 9097 - 2806</b></li> <li>• Counselling Service Appointments – <b>Freephone 0808 800 0016</b> or email <a href="mailto:counsellingappointments@qub.ac.uk">counsellingappointments@qub.ac.uk</a></li> <li>• Counselling <b>outside of 9-5 on Monday to Friday</b>, students can avail of 24 hour telephone counselling support on <b>Freephone 0808 800 0002</b></li> <li>• University Health Centre (Lennoxvale, 9097-5551)</li> <li>• SU Education &amp; Welfare Adviser: academic progress/appeals and accommodation issues <a href="mailto:studentadvice@qub.ac.uk">studentadvice@qub.ac.uk</a> (please note this is an interim email) or SU Advice Centre Manager (Connie Craig 9097 1049 <a href="mailto:connie.craig@qub.ac.uk">connie.craig@qub.ac.uk</a>)</li> <li>• Disability Services (9097-5250)</li> <li>• International Student Support – including issues relating to VISAs (9097 3899, <a href="mailto:iss@qub.ac.uk">iss@qub.ac.uk</a> )</li> </ul>
<b>Careers and Employability matters</b>	
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Suggest student seeks specialist advice</li> <li>• Refer with student’s agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Careers, Employability and Skills for help with all career development matters including: career guidance, employer information, employment options (part-time, vacation, placement and graduate), career implications of module choices and programmes/opportunities to develop employment skills and further study options. Students can be referred to Careers at the Guidance Centre or contact careers directly via the e-guidance facility on the website <a href="http://www.qub.ac.uk/careers">www.qub.ac.uk/careers</a>.</li> <li>• School Placement Officer, where relevant, for placements that are internally organised within a course</li> <li>• Exchange and Study Abroad team: Advice on opportunities to study abroad under the Erasmus, University Exchange and Study USA programmes. Ext 5255, email <a href="mailto:erasmus@qub.ac.uk">erasmus@qub.ac.uk</a>, website <a href="http://www.qub.ac.uk/erasmus">www.qub.ac.uk/erasmus</a></li> <li>• Students’ Union Enterprise Coordinator: Advice on starting a business and other enterprise and employability opportunities. Denise Murtagh ext. 1065 or <a href="mailto:enterprisesu@qub.ac.uk">enterprisesu@qub.ac.uk</a></li> </ul>
<b>Financial difficulty</b>	
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Suggest student seeks help</li> <li>• Refer with student’s agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Student Guidance Centre (Income and Student Finance) (9097-2767)</li> <li>• SU Advice Centre Manager and Financial Adviser – including advice regarding loans, fees and hardship funds (Connie Craig 9097 1049 <a href="mailto:connie.craig@qub.ac.uk">connie.craig@qub.ac.uk</a>)</li> <li>• SU Money Management Adviser – including advice regarding overdrafts, arrears payments and budgeting (Debbie Forsey 9097 1166 <a href="mailto:d.forsey@qub.ac.uk">d.forsey@qub.ac.uk</a>)</li> </ul>