

SUMMARY REFERRAL ACTION CHART (JANUARY 2013)

Personal Tutor Action	Examples of possible referrals.
Academic difficulty	
<ul style="list-style-type: none"> • Listen • Establish that the issue falls within your remit • If outside your remit, refer to appropriate specialist support • If the issue falls within your remit, make suggestions as appropriate 	<ul style="list-style-type: none"> • Student is academically “at risk” – Adviser of Studies (speed of referral is important) • Specific issues relating to module, course or academic regulatory matters must be referred to the Adviser of Studies • Difficulties with an element of a module – Module Coordinator or lecturer • Student requiring individual support with a fundamental academic skill (e.g., numeracy, essay writing or coping with examinations) – refer to the Learning Development Service: Student Guidance Centre 9097-3618, lds@qub.ac.uk • International Student Support 9097-3899, iss@qub.ac.uk (Please note, Personal Tutors must not get involved in any discussions regarding visas)
Personal difficulty	
<ul style="list-style-type: none"> • Listen • Offer help through referral • Refer with student’s agreement <p>(Also see “Staff Guide to Student Care” on Page 45 of the Guide for Personal Tutors)</p>	<ul style="list-style-type: none"> • Staff queries about student well-being issues or concerns – Student Affairs Office 9097 - 2806 • Counselling Service Appointments – Freephone 0808 800 0016 Outside of 9-5 on Monday to Friday, students can avail of 24 hour telephone counselling support on Freephone 0808 800 0016 • University Health Centre (Lennoxvale, 9097-5551) • SU Education & Welfare Adviser: academic progress/appeals and accommodation issues (Agnes Crawford, 9097-1135 or agnes.crawford@qub.ac.uk). • SU Advice Centre Manager and Financial Adviser (Connie Craig 9097 1049 connie.craig@qub.ac.uk) • Disability Services (9097-5250) • International Student Support – including issues relating to visas, culture shock, cultural difficulties, homesickness (9097 3899, iss@qub.ac.uk)
Careers and Employability matters	
<ul style="list-style-type: none"> • Listen • Suggest student seeks specialist advice • Refer with student’s agreement 	<ul style="list-style-type: none"> • 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 www.qub.ac.uk/careers. • School Placement Officer, where relevant, for placements that are internally organised within a course • Exchange and Study Abroad team: Advice on opportunities to study abroad under the Erasmus, University Exchange and Study USA programmes. Ext 5255, email erasmus@qub.ac.uk, website www.qub.ac.uk/erasmus • Students’ Union Enterprise Coordinator: Advice on starting a business and other enterprise and employability opportunities. Denise Murtagh (Collins) ext. 1065 or enterprisesu@qub.ac.uk
Financial difficulty	
<ul style="list-style-type: none"> • Listen • Suggest student seeks help • Refer with student’s agreement 	<ul style="list-style-type: none"> • Student Guidance Centre (Income and Student Finance) (9097-2767) • SU Advice Centre Manager and Financial Adviser – including advice regarding loans, fees and hardship funds (Connie Craig 9097 1049 connie.craig@qub.ac.uk) • SU Money Management Adviser – including advice regarding overdrafts, arrears payments and budgeting (Debbie Forsey 9097 1166 d.forsey@qub.ac.uk)

