

Guidance Policy for Students and Graduates (Undergraduate and Postgraduate Taught Students)

Mission Statement

Careers, Employability and Skills (CES) aims to provide a professional Career Education, Information, Advice and Guidance Service to enable students and graduates to make informed decisions about their career choices, take steps to realise their goals and develop their capacity to manage their career throughout their working life.

Objectives

- To deliver a professional, impartial and confidential career education, information, advice and guidance service in line with quality standards.
- To ensure our high quality provision meets your needs.

How can I book a career consultation?

Individual career consultations are provided by booked appointment via the online [MyFuture](#) system. *Thirty minute career consultations are available every day at the Student Guidance Centre. These pre-bookable consultations are for current students and graduates of Queen's University – Belfast for up to 2 years after graduation. During term-time, we also offer short CV checks or LinkedIn checks on specified days, which are bookable via MyFuture.

Appointments can be booked up to fifteen days in advance. If all appointments in this period are full, then future slots will become available the next day. Please try to book early, before these are full, to avoid disappointment.

**Dedicated services are available for students of Biological Sciences, Computer Science and Postgraduate Research students. Career consultations for these students are also bookable via MyFuture and will have their own dedicated time slots.*

How many career consultations can I book?

The aim of these consultations is to support you so that you can successfully manage your own career. As a result, students and graduates are limited to no more than **five** career consultations per academic year. Most users use only one or two appointments in any year.

What should I do if I can't attend my careers consultation?

If you cannot make your career consultation, please cancel your appointment before it is due to take place. Failure to do will deem the appointment as a 'no show' and will be treated as one of your appointments. **Your careers consultation can be easily cancelled by logging into your Myfuture account.**

What if I can't make it to the Student Guidance Centre?

E-guidance

If you are unable to access an on-campus appointment, you can use our E-guidance service. You can locate this option on your Myfuture account or on CES's homepage. Please note it can take up to five working days to respond to queries – although most are answered more quickly.

Skype Career Consultation

You can request a Skype appointment by downloading and completing a request form via your Myfuture homepage or on the CES website and email to careers@qub.ac.uk NB this option is only open to users specified on the request form. The Service will endeavour to respond to the request within three working days with the decision.

What our users can expect of us

Our service operates in accordance with the AGCAS Code of Practice on Guidance and so users can expect the career education, information and guidance provided

- To be confidential
- Non-directive
- Underpinned by equality of opportunity
- Accessible to eligible users

Our expectation of our users

We expect you as a user of our service to:

- Be prepared to recognise and work through the guidance process.
- Demonstrate professional behaviour when using our services e.g. arriving on time for your appointment or informing us in good time by cancelling your attendance via your account on Myfuture if you are unable to attend booked guidance consultations, workshops or events.

NB: the service will monitor users who book and do not attend events and/or guidance appointments.

- Complete any preparatory work we request, for example, prior to a guidance consultation or bring a paper copy of your CV for your CV check appointment.
- Take responsibility for making your own decisions and taking action to realise your career goals.

- Advise us if you require any reasonable adjustments.

Services we offer

Our services are provided by staff that are friendly, approachable, professional and appropriately qualified.

How should I prepare for my appointment?

Please prepare for your appointment by reviewing information on this website before attending e.g.:

- [CVs, Making Applications and Interviews](#)
- [Career Planning](#)
- Bring a paper copy of your CV if your appointment is for a CV check

Facilities for Students with a Disability

We have a close working relationship with the Disability Services in the University. The Student Guidance Centre is fully accessible and information will be made available in alternative formats if requested. If you have any additional requirements, where possible, we will make arrangements to facilitate you.

User Feedback/Improvement

CES is committed to continuous quality improvement and utilise evaluation forms and surveys to capture feedback. Should there be cause for complaint, this should be made in writing to the Head of Careers, Employability and Skills based in the Student Guidance Centre.

Referral Policy

Careers, Employability and Skills staff may, where appropriate, refer a student or graduate to other services within or external to the University. The reasons for referral will be clearly explained to the student and details of the department or service to which the student is referred will be provided. Only in exceptional circumstances, and with the student's permission, will a Consultant make direct contact with the referral unit on behalf of the student.