

## **Learning Development Service: User Agreement for One-to-one Appointments**

### **Overview**

The Learning Development Service offers a one-to-one appointment service which is available to all undergraduate students at Queen's University Belfast. These appointments are delivered by a professional Teaching Team and are tailored to students' individual learning needs and preferences. Please note that information may be shared with other student support services where required (for example, if a student has been referred from another service).

Appointments may last up to one hour, depending on the individual student's requirements. Our Teaching Team can work with students on any aspect of academic skills support, but are unable to advise on subject-specific content or requirements, and cannot comment on marking, marks awarded or potential marks. We cannot make decisions for students (e.g. what structure should be chosen for a written assessment), but we can help students come to a more informed decision about their own work. The one-to-one appointment presents an opportunity for students to develop their academic skills and independent learning. Each student will be required to complete a Skills Assessment at the beginning of their first appointment to allow the LDS staff member to gauge their learning requirements. The Skills Assessment may also be renewed each semester to ensure the most up-to-date representation of the student's learning needs.

### **Booking an appointment**

Appointments are normally available Monday to Friday, 9am – 5pm. Our Service is unavailable during University closure dates.

All appointments may be booked via our designated booking system here:  
[go.qub.ac.uk/LDSbookings](https://go.qub.ac.uk/LDSbookings).

Students may not hold any more than one appointment at a time; where more than one appointment has been booked, the first appointment will be retained and subsequent appointment/s will be cancelled.

If you choose an in-person appointment, this will take place in One Elmwood, in Student Support Room 4 (on Level 1). If you select a virtual appointment, it will take place on Microsoft Teams, and you will automatically receive a link to join once you complete the reservation on Microsoft Bookings.

Students may avail of up to three appointments per semester; requests for any further appointments will be considered on a case-by-case basis. In such instances, a number of factors may be considered, including demonstrable progress in using feedback, and previous instruction provided e.g. on different skill areas and assessed work.

### **Etiquette**

We deliver a professional service and operate on the principle of mutual respect when engaging with students. Students are expected to attend their appointment on time and behave in a courteous and respectful manner appropriate to an adult learning and teaching environment.

As such, students should refrain from disrespecting other students or members of Academic or Professional Services staff. We also cannot process complaints students may have about other Services and/or Academic staff members, for instance, with regard to assessment marks or feedback received.

*For online appointments, we encourage students to treat the appointment as a professional meeting. We encourage students to switch their camera on; however, please be aware of your surroundings and of who/what may be visible in the background during your call.*

## **DOS**

- Ahead of the appointment, students should reflect on the ways in which they can benefit most from the support to be provided, including the skill areas and upcoming assessments they would like to discuss.
- Bring along a draft of any assignment/s you are currently preparing, as well as any feedback previously received. This will allow the LDS staff member to tailor their advice to your work and to discuss how you may implement feedback.
- Bring a notebook, laptop or other device to take notes on the topics discussed, reflecting on how you will implement the advice after your appointment.
- Raise any challenges you may be encountering with your study skills or independent learning.
- Participate, engage and listen actively. We encourage students to ask questions about and seek resources on any aspect of study skills.
- We understand your work is personal to you. While we will never unfairly criticise your work, it is important that you are able to be objective about any work you bring to your appointment and that you are open to feedback.

## **DON'TS**

- LDS staff cannot proof-read your work or check for errors, e.g. in spelling or formatting
- LDS cannot comment on subject-specific content, or interpret assessment requirements. We are not subject experts, and such queries should be referred to your module coordinator. LDS staff will not provide any judgement on the validity or otherwise of your assessed work and/or confirm whether students are answering the question, or whether their responses are correct/accurate.
- Staff cannot pass judgement on marks awarded, or comment on any potential mark for an assessment.
- LDS staff cannot review other students' work. When preparing a group project, for instance, we can only review and comment on the work of the student in the appointment.
- LDS cannot develop new content that will form part of your contribution to any upcoming assessment. We cannot complete any part of your assessment for you.
- Staff cannot review work outside of appointment slots (e.g. in advance) or provide feedback outside of appointments (e.g. by email).