

Professional Code of Conduct Postgraduate Development Programme

The Graduate School works with postgraduate students, staff and external partners to offer opportunities for our vibrant postgraduate community to come together to learn, network and gain the skills that make our graduates stand out in a competitive professional environment.

This Code of Conduct has been established to set out the respect and professionalism expected of all Queen's postgraduate students with respect to their personal, professional and academic skills development and learning, and the responsibilities undertaken by The Graduate School to make this a welcoming, valuable and impactful experience for all postgraduate students.

This Code of Conduct should be read in conjunction with the [Postgraduate Development Programme Guidelines](#).

Definitions:

- Late cancellations of attendance: cancelling fewer than 48 hours before the scheduled date and time of the training course
- Non-attendance: failing to attend a course on which a place has been booked
- [MyFuture](#): University system used for students to book onto and cancel training and development courses

1. Graduate School Responsibilities

- The Graduate School monitors waiting lists for courses, and endeavours to respond to areas of high demand.
- Where catering is provided, and The Graduate School is made aware of allergies or dietary requirements, we will accommodate your requirements as far as possible.
- The Graduate School will send a reminder email prior to the course commencing. For courses booked through MyFuture, this is automatically generated 24 hours prior to the course commencing.
- Where The Graduate School is made aware of reasonable adjustments or other learner support to help full engagement and participation, we will discuss with you the best way that we can accommodate your learning.
- We will undertake evaluations of courses that we offer, and continuously look at how we can improve based on your feedback.

Students with queries about childcare provision may contact [Childcare at Queen's](#), which provides crèche, out of school and summer clubs.

Course Cancellation by The Graduate School

- If insufficient numbers of students have registered for a scheduled course, The Graduate School reserve the right to cancel the course up to 48 hours prior to the scheduled start time. Registered students will be notified by email and given the opportunity to book a place on an alternative date, if possible. Students will be offered the opportunity to speak to a member of The Graduate School team about other opportunities for developing or practising that skill.
- In exceptional circumstances (e.g. Facilitator illness or extreme weather conditions) a course may have to be cancelled with fewer than 48 hours' notice. On these occasions The Graduate School will endeavour to give as much notice as possible to students registered for a course, by sending an email, and the course will either be re-scheduled or places offered on an alternative date if possible.

2. Postgraduate Student Responsibilities

Non-attendance or late cancellation impacts negatively on our ability to provide a high quality training and development service for Queen's postgraduate students in the following ways:

- Many courses are fully booked and have lots of interest; not attending or part attendance prevents attendance by other students who are keen to avail of the training opportunity.

- Late cancellation does not allow adequate time for another student to be notified of a free space.
- Many of the courses involve group work and Facilitators plan this work around the numbers expected at each course. Non-attendance often means that this group work cannot be carried out as planned and detracts from the course objectives.
- Courses delivered by external Facilitators incur a high cost for delivery per head. Non-attendance or late cancellation may impact on our ability to bring in such Facilitators in future.
- Without accurate attendance numbers we cannot predict catering needs. This may result in significant food waste.

Course Attendance:

- When you register for a course you are committing to attend the **full duration**. If you leave the course while the course is ongoing, your attendance may not be registered. Postgraduate Research students may not receive training credit for courses which they do not attend in full.
- Postgraduate students are responsible for ensuring that they have appropriate authorisations to attend a training and development course. Postgraduate research students should discuss in advance with their supervisor. Postgraduate Taught students should discuss with any module convenors if there is a conflict between module and training course timing.
- Changes to course arrangements and details of pre-course work will be communicated to registered students via their University email address. It is the responsibility of course registrants to check their email regularly to ensure they receive pre-course information.
- Some courses require pre-course work to be completed and you must ensure that you undertake this work in preparation for the course. Please note the Facilitator reserves the right not to allow a student to join a course if they have not completed the required pre-course work.
- You are expected to arrive in time for the scheduled start time of the course. The Facilitator reserves the right not to allow a student to join a course if it has already commenced. If you are allowed to participate, it is your responsibility to ensure your attendance is marked at reception.
- Please ensure that your mobile phone is switched off or on silent. If you need to make call, there are normally breaks scheduled during the course programme, or discuss your need with the course facilitator.
- All facilitators and staff members must be treated with respect at all times.
- If you are unable to attend a course you must give 48 hours' notice of the cancellation, by cancelling your place from your [MyFuture](#) booking. You can email pg.skills@qub.ac.uk if you are unable to access the system.

To cancel your place please login to [MyFuture](#), go to Events and "Cancel book" (make use of Search to help you locate the event).

3. Late Cancellations and Non-Attendance:

- We do understand that, occasionally, unforeseen circumstances arise which prevent attendance. We ask that you let us know if this is the case as soon as possible, and within 72 hours after the event, without the above sanction being applied.
- If you fail to attend or cancel without providing a valid reason you will be considered a non-attendee.
- If you are a non-attendee for 2 courses in any academic year, you will be restricted from booking any further Graduate School courses until you have met with a member of The Graduate School team. This meeting is to ensure your awareness of the Professional Code of Conduct and the impact of not attending a session, and to provide support if you are experiencing difficulties which may impact on your ability to attend training and development sessions, or affect your student experience more widely.
- None attendance may affect your selection for core programmes.

Any student who registers for a Graduate School course accepts their responsibilities within the Professional Code of Conduct. Students with any queries about the course arrangements, logistics, wishing to identify specific needs or encountering difficulties with course booking should contact pg.skills@qub.ac.uk or telephone 028 9097 2585.

We would like to hear from you if there are elements of our provision which are not meeting your expectations. Any issues relating to training and development opportunities within The Graduate School may be raised initially with Kate McCorry (k.mccorry@qub.ac.uk), PG Engagement and Events Officer. We hope we can resolve or address the issue at this point, but you are able to use the University's [Student Complaints Procedure](#) if you are not satisfied with our response.