

Professional Services Guide for Schools

Academic Sub-Group (Student Experience Group) continues to meet to help develop and oversee the implementation of a range of supports associated with the 2021-22 academic year. This resource has been prepared for School staff in preparation for Semester 1 planning and implementation. **It sets out an overview of how a number of Professional Services will be delivered and where they can assist throughout induction, the start of semester 1, and beyond.** It has been organised in table form for presentation purposes, but it may be useful to read from each row from left-to-right.

This document sets out information on the following seven key areas:

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There is Faculty representation on the Group, so please feel free to contact the following points of contact if you have any questions: [Ruth Walmsley](#) (AHSS), [Colleen Murray](#) (EPS), [Tara McCollum](#) (MHLS).

Please use this document as an initial reference tool to get a sense of what is happening across Professional Services. The learnings from the previous academic year will be applied, and used to build upon student engagement and community-building. Please do not hesitate to get in touch directly with the Professional Services listed to explore how plans may be best applied within your area.

There will inevitably be further updates and changes throughout the summer months, which you may wish to familiarise yourself with.

In order to access the latest version, you will be able to access the most up-to-date guide at the following webpage: <https://www.qub.ac.uk/my-queens/professional-services-guide>

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1. “My Queen’s” Website & Communications

Established Student Communications Group co-ordinating central communications and key milestones, underpinned by a [communications timeline](#).

Messages will be targeted at new and returning students, designed to augment the [Campus Intentions](#), with clear information about what to expect ahead of and throughout Semester 1.

Dedicated student experience webpage, [MyQueen’s](#), continues to be updated.

FAQs continue to be updated on the [University’s Covid-19 FAQ page](#) and [MyQueen’s FAQs](#).

Student Communications Group established, meeting weekly with School and Faculty input.	My Queen’s website being updated frequently, with content ready for Semester 1 by Monday 2 August.	My Queen’s: Access to key information via four pillars.
Semester 1 Timeline /key dates for students being made available on My Queen’s.	‘Welcome’ video from Pro-Vice-Chancellor Education & Students to new and returning students to be on My Queen’s.	Usual RegHelp line available (for E&R queries).
Guidance on institutional messaging and School messaging issued via Connected Learning Group.	Health & Safety communications (based on Institutional decisions) including Play Your Part video series & Getting Ready for Campus .	My Queen’s to continue throughout Semester 1 for ongoing student experience updates. Content is constantly refreshed and promoted to students – Schools are encouraged to reference it in Canvas notifications and other communications to students as a source of useful information on a range of topics.
Existing FAQs are being reviewed, and updated according to significant developments and announcements.	Information & messaging for UG/PGT/PGR students.	Internal version of Student Communications Timeline for colleagues.

2. Enrolment and Registration:

Process of registering new students and enrolling them on their programmes; re enrolling returning students; completing ID checks including right to study checks; issuing ID cards; late enrolment; closing out non-enrollers (*NB: Enrolment & Registration has a well-established structure, governance and reporting line – inclusion here is largely for communication and visibility across services*)

Visa & Immigration in-person checks also required for **all** Student Route Visa Holders (formerly Tier 4) due to currently proposed end to UKVI Concessions.

Dedicated E&R Webpage for students with supporting FAQs.	Briefings and Timelines for Schools to be circulated by August	Welcome packs sent electronically to new students (23 & 30 August)
On-site registration at Computer Science Building (by appointment only).	RegHelp Student Helpline – support via email, phone, and social media from E&R assistants	Qsis Support solution sheets and training for Schools (block-enrolling, term-time activation etc.)
Ongoing on-site E&R (Venue TBC). 20 Sept – 15 Oct.	Managing ‘late’ enrolling (students arriving after term begins)	15 Oct – Withdrawal process takes place for students non-registered and/or unengaged with study

3. Pre-Semester Engagement with New & Returning Students

Series of communications, engagement activities and events designed to help prepare both new and returning students for coming to campus, to include:

- 1845 Challenges – Challenge 1 for New Students and Challenge 2 for Returning Students *issued week 2 August 2021.
- Week of engagement and community building activities delivered on-campus and digitally, during the week of **Mon 13 – Sun 19 Sept.** Targeted at students in Belfast (on-campus or in quarantine) or students studying remotely.
- Targeted Welcome activities for specific student groups including; International Students, Mature Students, Student Carers and Students with Social Communication Difference (running from 13 September through Semester 1).

*All Resources from engagement activities will be [made available online](#) for later arrival students.

Re-established Pre-Semester Project Team to include; International Office	Airport meet and greet provision 10-19 September *supported by <i>International Student Guides and International Office</i>	My Queen's will also have information on what other services will be offering. www.qub.ac.uk/my-queens
Pre-Semester Engagement Programme to focus on new and returning students	1845 Challenges' launched: 18 things to do in 45 days to prepare for return to or starting student life. Situated on My Queen's *Launched 2 August 2021	Supporting students in quarantine with specific messaging and wraparound support.
Targeted Welcome activities for specific cohorts including; International, Mature, Carers and specific Health Conditions	Pre-Semester Engagement Programme 13-19 September *Launched 16 August 2021 via My Queen's	Welcome Activities for targeted student cohorts *Launched 16 August 2021 via My Queen's
Graduate School offering specific programme .	*Pre-launch promotional material will be available on My Queen's and all socials from mid-July for 1845 Challenge and early-August for Pre-semester and Targeted Welcome Activities	

4. Induction and Transition

Helping students get ready for study in the Covid / post-Covid world; helping Schools through the provision of helpful 'how to' resources to support students in the current environment. Opportunities for campus familiarisation, skills development, and closing any knowledge deficits.

<p>Student Digital Discovery Hub live and being updated regularly</p> <p>Being a digital learner, digital wellbeing, digital etiquette suggested tools to use etc. News section to be refreshed for start of semester</p>	<p>Learning Development Service: Transition Skills for University [LDS1002] course being updated for 2021-22 (available to Schools via Canvas Commons from mid-August). Content focused on key academic skills and structured via six units: 'Introduction: Becoming a Student at QUB'; 'Reading and Research'; 'Note-taking and Critical Thinking'; Academic Writing'; 'Referencing'; 'Assessment and Feedback'. Schools can choose to integrate select units or full course into local programmes</p>	
<p>Student Computing (News, Getting Started, Advice, support)</p>		
<p>Disability Services induction event for students with autism / autistic spectrum condition.</p>	<p>Graduate School welcome events for both new and returning students supported with Roadmap consultation sessions for personal development planning running throughout September / October.</p>	<p>Graduate School induction video for PGT/PGR and Faculty-based PGR induction. Providing programme specific talks, e.g. Master Your Leadership talks to specific courses.</p>

<p>Learning Development Service: embedded work with Schools (via workshops on key skill areas, designed and delivered in collaboration with academic staff), a weekly Open Workshop Programme, as well as self-paced online resources and 1:1 support for undergraduate students continuing throughout 2021-22.</p>	<p>Using Office 365 resources (including Teams) and Canvas re-promoted & training provided via Student Digital Discovery Hub.</p> <p>Transition programme for PG students which will include taster sessions and focus on how to make the most of your time at Queen's</p>	<p>Personal Tutor Scheme on Canvas – plans underway for all Schools to utilise PTS on Canvas resources to support local schemes in 2021-22. Guidance is being issued to all Schools re. integration of PTS on Canvas ahead of September. Core content is accessible via Canvas Commons (search 'QUB-School Personal Tutor Scheme').</p>
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Peer Mentoring: approximately 600 undergraduate students selected and trained (online) to provide transitional support, both online and on campus. Training includes communication skills and building rapport, study skills, and signposting. Mentors are supported in their respective subjects by a member of academic staff. Academic staff, lead mentors and mentors are supported by the LDS mentoring team. An online mentoring and reference manual is provided for all mentors. Faculty based online hubs are provided for lead mentors. Mentors continue to provide support in Semester 2, where required. LDS also supports the development and implementation of Peer Assisted Learning (PAL) schemes.

5. Careers, Employability & Skills Support

A range of programmes to help student develop the skills that prepare them for employment and beyond. Schools are invited to promote these services for students.

<p>MyFuture for all enrolled students with a student profile and access to a wide range of development programmes, placements, internships and graduate job opportunities plus Careers, Graduate School & Library Event bookings and Careers, Global Opportunities, Graduate School & LDS Appointments .</p>	<p>Large range of online student career management and employer engagement/Job advertising tools. MyFuture is linked to QGIS. One to one Careers Guidance Appointments – search availability on MyFuture and book a virtual or on campus guidance appointment.</p>	<p>Embedded programme within each School and delivered by Careers Consultants.</p>
<p>www.qub.ac.uk/careers offers a wide range of resources for students to begin thinking about their career development. Website maintain, fresh content added regularly</p>	<p>VMOCK offers students the opportunity to develop their CV using artificial intelligence where they upload their CV and get instant feedback.</p>	<p>Professional Skills module being piloted in Biomedical Science, Chemistry & Chemical Engineering, and Queen's Management School.</p>
<p>Other Careers, Employability & Skills online platforms e.g. Virtual Careers Fairs (VCFs), International Job Search platforms etc.</p>	<p>GraduateLand and MyFuture both offer VCF software. The Service scopes, manages and holds institutional licenses for the leading international job search/international student job search platforms GoinGlobal + Student Circus.</p>	<p>All relevant platforms are provided for all current Queen's students (and some, including MyFuture, are accessible by alumni up to 2 years post graduation).</p>
<p>Degree Plus Award: Accreditation of student extracurricular employability skills & experiential development.</p>	<p>Management of Activity Approval and audit processes, Accreditation of Award via QGIS and Graduation; promotion and provision of at least 30% of Degree Plus activity opportunities for students and development or relevant internal and external provider partnerships.</p>	<p>Degree Plus, Graduate Plus or Researcher Plus certificate presentation at graduation plus update of QGIS Higher Education Achievement Record (HEAR) for successful students at point of achievement for successful students.</p>
<p>Government and Institutional Student experiential, Careers & Graduate Employability surveys: E.g., National Student Survey (NSS); Graduate Outcomes Survey (GOS); Student Careers Registration; First Year, Second Year and Post graduate surveys</p>		<p>Employer led advice and skills development events and programmes: panels, skills sessions, real world challenge, industry insight</p>

Global Opportunities – a range of outward mobility programmes from one week to one academic year for students from most academic disciplines, eg Erasmus – see go.qub.ac.uk/goglobal .	Go Global Week – a week of events in October, including an international fair, to promote the international programmes available to Queen’s students.	Go Global Drop-In – one-to-one student appointments with the Global Opportunities Team, bookable via MyFuture .
Global Opportunities – admission of Exchange (eg Erasmus) and Study Abroad students from overseas universities for one or two semesters.	Careers awareness and networking events with employers – tailored to identified schools	Financial support for short term internships and employability skills development projects

6. Professional Services

Specific services, talks, workshops etc. that Services can provide to support Schools. Please contact the Service directly if you wish to include them in your induction and ongoing semester provision.

Student Disability & Wellbeing

Daily Drop-in (Mon-Fri), 11:00am – 3:00pm Remotely & in-person on Level 1 of SGC.	Campus Connect video – (re)familiarise yourself with the campus – will be published on My Queen’s.	WOW Events (Wellbeing on Weekdays) – Virtual and face-to-face. Announced early January - wowevents@qub.ac.uk
Disabled student assessments ongoing, remotely and with scheduled appointments Disability.office@qub.ac.uk	Psychoeducational workshops available upon request StudentWellbeing@qub.ac.uk	Students seeking wellbeing support, complete Student initial contact us form (Wellbeing)
Concerned about a student, complete Staff initial contact us form (Wellbeing)	Social media channels regularly updated with self-care strategies. Instagram , Twitter , and Facebook	Access to Inspire Counselling Helpline for immediate support 24/7 on Freephone 0808 800 0016 and Self-help resources Inspire Support Hub .
Safe & Healthy Relationships specialist advice.	Report and seek support for issues concerning sexual misconduct, hate crime and bullying and harassment Reportandsupport.qub.ac.uk	Mind Your Mood – student-led Mental Health and Wellbeing Workshops (MindYourMood@qub.ac.uk)
Animated video available for School inductions upon request StudentWellbeing@qub.ac.uk	Webinars & video content available upon request.	Peer Support Groups: ASD, Epilepsy, and 4 x International Student Guides / Buddies Initiative (TBC).

Accommodation

Ongoing check in, videos used to explain processes.	Receptions open 24/7 at Elms BT1, Elms BT2 and Elms BT9.	Complimentary Grab and Go Coffee bar available.
Residential Life programme. More face to face events / trips and utilising the social spaces.	Regular communication through email and Residential Life Newsletter along with daily posts to social media platforms.	Residential Assistants offering virtual and face-to-face support to residents.
Virtual events for students in quarantine.	Workshops on LGBTQ, hate crime, disability awareness, safe and healthy relationships.	Encouraging safe roommate integration e.g cooking hampers to cook together.
Residential Life team working with the Students’ Union, Wellbeing and Queens Sport to support residents around healthy wellbeing through sport and mindfulness.	Providing Cook a long ingredients and Craft packs and organise campus run from Accommodation.	Encouraging equality, inclusion and acceptable behaviour, developing communities.

Residential Life Co-ordinator support with weekly drop in phone service.	Regular contact from dedicated Residential Assistant	
Library & Study Space – Library@qub.ac.uk		
The University Library is operating normally. However Covid related measures are kept under review and will always reflect the current Government guidelines.	Graduate School Study space open (booking required).	The McClay Library is open extended hours with study access being available after the service desks have closed.
Library Website and FAQs are being regularly updated.	Virtual tours of the McClay Library are available.	Additional study space promoted throughout campus.
The Library's Instant Messaging service, LibChat, continues to operate.	Subject Librarians are available to provide help, guidance and support to staff and students,	The Windows Virtual Desktop (WVD) is available to all students and will allow students to remotely access the University SCC Desktop with a range of shared applications.
Enquiry Desks are staffed.		
Queen's Sport Activity – Semester 1		
Indoor (PEC/BT1) and Outdoor Sport (Upper Malone/Boathouse) open for business and measures in place Queen's Sport Guidelines	All Inclusive Peak and Off-Peak memberships starting from £16.50 per month (includes access to all fitness activities, swim, classes and student clubs)	All activities including gym and pool sessions must be pre-booked. Bookings can be made online using the Queen's Sport App or via Queen's Sport website .
Virtual Tours and Facility Tours available to book from the start of the Semester 2	Memberships and bookings for individual and group activity available online through our Queen's Sport App	Bespoke Active Fitness Courses including Yoga and Pilates based at the PEC
Over 70 Active Fitness Classes based at the PEC, BT1 Gym and online	Support services, including Physiotherapy and Sports medicine at Kingsbridge Clinic , Strength & Conditioning & nutrition provided in person and remotely for student athletes	' Queen's Sport at Home ' with Live Online Fitness Classes and personal development resources via our YouTube Channel
Sporting Club activity at our Indoor and Outdoor facilities including trials and taster sessions	Active Campus events aimed at Students to take part in group or individual activities	Scholarships and coaching pathway opportunities available for students to apply for via Performance Sport Website
Circles of Support – programme in partnership with Student Wellbeing and Accommodation aimed at Students who are self-isolating	Student Wellbeing and Queen's Sport referral programme to promote healthier lifestyles for our students	Dedicated FAQs for students who want more information on Queen's Sport and Student Clubs
Welcome Guide to Accommodation Students for all relevant information and updates	Mentoring, personal and sporting development programmes available in person and via online platforms including our YouTube Channel for student athletes.	Development Weeks – Sporting content aimed at developing your employability skills outside your lectures.
Community Living – commnuity@qub.ac.uk		
Community Living handbook (Links to follow).	Community Living leaflet. (Links to follow).	Plans for a digital toolkit on Community Living on 5 key areas: Noise, Safety (Personal & home), Parking, Bins/Littering, and Housemates. (More details to follow).

Campus Tours		
Campus Tours have now resumed. Booking form can be accessed at: https://www.qub.ac.uk/about/Visit-Us/Campus-Tours-Meet-Us/	Virtual tour also available at https://www.qub.ac.uk/virtual-tour/	
Language Centre – language@qub.ac.uk		
Short Information video on Language Centre offer in Semester 1 (accessible online).	Optional pre-recorded Induction presentations for School induction - as required – Discipline specific.	Optional live, online or in person Induction presentations for School induction – if required.
Live online Language Centre inductions. Optional, available to all.	Social media channels regularly updated with details of Language Centre offer and generic promotional language learning content and advice.	
7. Students' Union Engagement		
“Always here for you” – Pre-entry engagement; engaging students with SU services both developmental and support, e.g. Student Voice, Advice SU, Clubs and Societies, Enterprise SU and Volunteer SU.		
Students' Union Elmwood building is open, including student lounge / kitchen, clubs & societies spaces etc.	A full programme of activity will be delivered over the Freshers' period including the Freshers' Fair.	The SU will deliver a wide range of student activities in Semester 1 in areas such as clubs and societies, student enterprise and student volunteering – details available on the SU website.
All SU services available via the SU website.	Over 700 reps elected across the Institution supported by the SU.	An induction video from the Student Officer team will be prepared and will be available to Schools upon request.
Ongoing training for Clubs & Societies committees and funding available to C&S to support activity across the 2021-22 year.	Advice SU service operating a full service of advice and support.	Online facility to allow students to sign-up to Clubs and Societies throughout the year.
SU Shop will re-open in Semester 1.	“Inside SU” Emails continuing every 2 weeks promoting SU activity and University wide activity to the student body.	