



# Procedure for Student and Career Guidance

## Section responsible for procedure

Guidance and Internationalisation (VI)

## Purpose

The procedure is designed to assure the quality of HEALTH's Student and Career Guidance. The quality assurance is based on systematic and regular evaluation and analysis of counselling. The aim is to provide professional, consistent and accessible counselling for all HEALTH students.

Counselling is organised according to the guidelines listed below supporting a professional counselling and the quality of the different types of counselling

1. **Obvious physical and virtual access** to counselling for all HEALTH students – one website, one address and one phone number
2. **Counselling for all student every day** – great accessibility – regular opening hours, no appointment needed for general guidance, with an option to book appointments if required
3. **More group counselling** for all HEALTH students
4. **More individual appointments with academic counsellors**, focusing on stress management, doubts, and motivation and personal challenges
5. **Student counselling in all campus areas**, where the students have their daily whereabouts
6. **Raising the quality** of the overall guidance, by systematised knowledge gathering and sharing and on-going evaluation of the counselling activities.

It follows from the guidelines listed above that all students are offered counselling in the following ways:

- General drop in counselling in all campus areas
- Pre-booked counselling:
  - Counselling for specific programmes in all campus areas.
  - Personal counselling in all Campus areas
- Counselling via mail general and for specific programmes
- General counselling via telephone
- Group counselling for specific groups, year groups, educations etc.

## Summary of the procedure

The procedure is based on continuous and systematic user evaluations of Guidance and Internationalisation's efforts to assure and enhance the quality of its work at HEALTH.

Counselling coordinators and knowledge teams are responsible for knowledge sharing and quality assurance.

Ongoing collaboration with the heads of studies and study boards ensures that the counselling activities are embedded in the programmes.

## **Information to stakeholders**

The counselling coordinators keep the heads of studies, study boards, programme secretaries and student counsellors informed.

The head of section in VI keeps the management group in AUS informed, and heads of sections determine which members of staff to inform.

Annual reports about VI's work on all programmes are sent to the dean, the study board, educational council, Student Forum, and the heads of sections in AUS.

HEALTH reports to rector as a minimum every third year about the study and career counselling.

## **Updating of [www.sund.ku.dk](http://www.sund.ku.dk) and/or KUnet**

VI continuously updates and develops the content on KUnet for students.

VI provides input to UCPH and HEALTH's study pages:

<http://studier.ku.dk/bachelor/> , <http://sund.ku.dk/uddannelse/vejledning-information/studievejledningsund/> and <https://healthsciences.ku.dk/education/study-information/>

## **How often (schedule)?**

All enquiries and participation in counselling activities are recorded and quarterly statistics compiled.

The different types of counselling are evaluated via an online questionnaire sent to the students by e-mail or questionnaire answered at the closure of an event.

As part of their quality assurance and enhancement duties, the counsellors evaluate the different types of counselling in terms of the number of people involved and the nature of the counselling.

## **How?**

### **The frameworks**

All counsellors at Guidance and Internationalisation take part in the daily tasks involved in counseling.

Composition of the counselling group:

- 8 academic counsellors with two interconnected roles:
  - Academic counsellor with a specialization within a restricted area, supporting the work of the student counsellors and handling individual and group counselling for specific programmes
  - Counselling coordinators connected to specific programmes and their relevant study boards, heads of studies and administrative teams.
- 6 student counsellors handling general counselling via drop in, mail and telephone, as well as individual counselling for specific programmes, and group counselling

HEALTH's academic counsellors, working in VI's knowledge teams, cover the study-start programmes, study completion, communication with students, study options for potential students, career guidance, support for student progress, support for the study environment (including following up on the satisfaction and well-being assessment), special educational sup-

port, admission and enrolment of students, and internal knowledge sharing horizontally in the organisation.

Academic counsellors are responsible for development and often serve as project managers, in order to ensure collaboration with relevant members of staff across the organisation. In order to achieve its objectives and purpose, VI conducts user evaluations of all of its activities and actively shares knowledge internally.

Enquiry statistics and user evaluations help to assure and enhance the quality of the various types of counselling.

Based on user evaluations and feedback from the Student Forum and students on the study board, the various types of activity are analysed and revised as needed.

HEALTH have standards and 'Service Level Agreements' for study and career counselling.

## **Who?**

### **Guidance and Internationalisation (VI)**

#### **Academic counsellors are responsible for:**

- working with heads of studies and study boards for the relevant programmes working and sharing knowledge with student counsellors
- knowledge sharing and collaboration with the entire group of counsellors
- providing the KUnet Group with updates about programmes
- updating [sund.ku.dk](http://sund.ku.dk) and [studier.ku.dk](http://studier.ku.dk)
- developing and following up on tasks in the knowledge team, e.g. study-start programmes, career guidance, quality assurance, etc.
- action plans for tasks in the knowledge teams
- developing and conducting user evaluations
- training student counsellors

#### **The head of section is responsible for:**

- ensuring management support and acting as an academic sounding board for academic counsellors about the development of the counselling unit as a whole
- using the AUS head of department, the associate dean for education, faculty director, other sections in Student Affairs (AUS), heads of studies, study boards and other UCPH student counselling sections as sounding boards

#### **Student counsellors are responsible for:**

- co-operation with other student counsellors and staffing of drop-in, mail, and telephone counselling

## **Heads of studies are responsible for**

- Co-operating with the counselling coordinators regarding the academic content and options on the study programme, including offering advice for working with international students

## **Data material**

User evaluations, enquiry statistics and analyses of counselling work are filed by Guidance and Internationalisation (VI)