



Procedure for Student and Career Guidance

Section responsible for procedure

Guidance and Internationalisation (VI)

Objective

The procedure is designed to assure the quality of student and career guidance at HEALTH based on systematic and regular evaluation and analysis of the counselling. The aim is to provide professional, consistent and accessible guidance for all students at HEALTH.

The counselling complies with the guidelines listed below, which support professional counselling and quality assures the different types of counselling:

1. **Clear physical and online access** to counselling for all students at HEALTH – one website, one email address and one phone number.
2. **Counselling for all students four days a week** – easily accessible and regular opening hours.
3. **Group counselling** for all students at HEALTH.
4. **Individual appointments** – focussing on dispensation, well-being and special support.
5. **Enhancement of the quality** of counselling services through systematic supervision, knowledge gathering and knowledge sharing, and ongoing evaluation of counselling activities.

It follows from the above that all students at HEALTH are offered counselling in the following ways:

- Pre-booked appointments.
- Counselling via email.
- Counselling over the phone.
- Group counselling for specific groups, year groups, study programmes etc.

Summary of the procedure

The procedure is based on continuous and systematic user evaluations of VI'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 individual advisers keep the heads of studies, study boards and colleagues at AUS informed. The head of section in VI keeps the management group in AUS informed, and heads of section subsequently determine which members of staff to inform.

Annual reports about VI's key figures and work on all programmes as well as focus areas for the year to come are sent to the Dean's Office, the Programme Management Team (Da. Uddannelsesledelseskredsen), Student Forum and the heads of section in AUS. At least every three years, HEALTH submits a report on student counselling and career guidance to the Rector.

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

VI develops and keeps KUnet for students up-to-date.

VI provides input for the University's and Faculty's study pages on

- <http://studier.ku.dk/bachelor/> and www.studies.ku.dk
- www.sund.ku.dk and <https://healthsciences.ku.dk/>

How often (schedule)?

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

To ensure development and quality assurance, all counsellors conducting group counselling evaluate the activity in question in terms of content and the number of people involved.

How?

Frameworks

All academic counsellors at the section for Student and Career Guidance take part in the daily counselling activities.

All academic counsellors are affiliated to one or more knowledge teams within the following six knowledge fields: SUNN Study Information, special educational support, study start, initiatives to support student well-being, collaboration with study programmes, and quality and data.

The academic counsellors are responsible for development of the area and often serve as project managers on cross-sectional projects ensuring collaboration with relevant members of staff from across the organisation.

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 activities are analysed and revised as needed.

HEALTH has a set of standards and Service Level Agreements for student and career guidance.

Who?

Guidance and Internationalisation

Academic counsellors are responsible for:

- Collaboration with Head of Studies, study board and administrative teams for the relevant study programmes.
- Knowledge sharing and collaboration with the entire counselling team.
- Updating of information about study programmes in cooperation with the study web team.
- Updating of sund.ku.dk and studier.ku.dk in cooperation with the study web team.
- Development and follow-up on activities in the knowledge team, e.g. study start, special educational support, quality assurance etc.
- Action plans for activities in the knowledge team.
- Development and implementation of user guides for guidance activities.

Head of section is responsible for:

- Providing management support and feedback for academic counsellors in connection with cross-sectional development of the section.
- Involvement and dialogue with the Head of Education, Associate Dean for Education, Faculty Director, other sections in AUS, heads of studies, study boards and student counselling services at UCPH.

Head of Studies is responsible for:

- Collaboration with VI on the academic content of the study programme and options, especially with regard to counselling for international students.

Data material

User evaluations, enquiry statistics and analyses of activities are available through VI.