



Queen's University  
Belfast

School of Medicine,  
Dentistry and  
Biomedical Sciences



Academic Year 2012/13

Centre for Dental Education  
Student Support and Guidance



# 1. INTRODUCTION

The Centre for Dental Education (CDE) aims to provide students with direct access to academic, administrative and pastoral support throughout their education. An open door approach is adopted and staff approachability is of paramount importance. From the start of their undergraduate dental career sources of help and guidance to support students' academic development are identified and information is provided to students and updated on an annual basis.

## 2. SOURCES OF HELP AND GUIDANCE WITHIN THE SCHOOL

### 2.1 ON ADMISSION

All students entering the University receive a welcome pack of information from the University and are invited to attend an orientation programme during Welcome Week covering the library, accommodation, computing facilities, the Physical Education Centre and the range of student support services.

An induction programme is also provided for dental students by the Personal Tutor team in the CDE. An introductory session is held during Welcome Week where dental students will meet with their personal tutors and peer mentors. Students will also receive information on the student support services offered by the University and by the School. Each student will be allocated a personal tutor and a peer mentor and contact details for the personal tutor will be available through the student's home page on Queen's On-Line.

### 2.2 WRITTEN PUBLICATIONS

All students will be provided with information on the following on admission to the dental course:

- Health and police checks (prior to admission)
- GDC Standards Guidance
- Course overview and student support information
- Regulations

Information on the course, regulations and the Personal Tutor Scheme is up-dated and reissued at the start of every academic year.

### 2.3 PERSONAL TUTOR SCHEME (PTS)

Each undergraduate student is assigned a personal tutor whose role it is to be a point of contact for advice and guidance and to promote reflection upon and support for students' academic development. Students are strongly advised to speak to their personal tutor if they have any concerns relating to their time at Queen's, particularly if it might affect academic progression. Personal tutors will listen, advise and, where appropriate, refer a student to a central University or Students' Union service for specialised assistance

The structure of the Personal Tutor Scheme in the Centre for Dental education is as follows:

#### First and Second Year

Each student is allocated a Personal Tutor who will be responsible for helping them to settle into the course, for supporting their academic development and monitoring their Personal Development Portfolio (PDP) for the first two years of the undergraduate programme. The University's Centre for Educational Development (CED) also provide additional PDP seminars tailored to the specific needs of dental students.

Students will be required to meet their Personal Tutors at several points during the academic year and the first meeting will be during induction. Further meetings will take place before and after examinations as part of the feedback cycle and will be timetabled and managed by the dental School Office.

In addition, a peer mentoring scheme has been developed to help first year students in their orientation to the Centre for Dental Education and to provide help with study skills.

Students in first year are paired with a third year student who provides informal advice and guidance and the opportunity for students to discuss any concerns they have with the course.

#### Third, Fourth and Final Year

At the beginning of third year students will be allocated a clinical Personal Tutor who is responsible for supporting students' clinical academic development.

Clinical Personal Tutors will invite students to meet with them at a variety of times during the academic year and particularly following clinical, practical and written assessments. Clinical Personal Tutors are provided with students' clinical assessment and other examination marks to facilitate these discussions.

## Role and Responsibilities of the Personal Tutor

- To promote reflection upon and support for the student's general academic development while they are on their course
- To promote other activities and experiences related to the career and personal development of their students. These activities will be advertised within student's PDP e-folio and may include Degree Plus
- To refer students for advice on careers – the personal tutor is not a trained careers adviser or careers counsellor but should act as a referral point to the relevant expertise either within the University, BDA or NIMDTA
- To help first year students settle into their courses (meeting at induction)
- To provide guidance to all their tutees on critically evaluating feedback on, and other indicators of, their academic performance (pre and post examination meetings)
- To prompt and encourage student engagement with the Personal Development Portfolio (PDP) with the support of CED
- To encourage and support student participation in the Degree Plus initiative and highlight the potential benefits of this to dental VT interviews
- To maintain regular contact with their tutees through individual and group meetings, e-mail and other communications. Students can request additional one to one meetings if required.
- Via the dental School Office, personal tutors will advertise the times of compulsory meetings and will also take a record of attendance and make this available to the individual who co-ordinates tutoring locally.
- To provide tutees with references, where they are requested
- To keep abreast of University and School guidance on personal tutoring.
- **The role of the Personal Tutor is to:**
- Allow each student to relate to a member of staff throughout their time in the dental school.
- Promote reflection upon and provide support for the student's general academic development while they are on their course.
- Promote other activities and experiences related to the career and personal development of their students. These activities will be reflected in the student's PDP e-folio and may include Degree Plus
- Refer students for advice on careers – the personal tutor is not a trained careers adviser or careers counsellor but should act as a referral point to the relevant expertise either within the University, BDA or NIMDTA.
- Help first year students settle into their courses (meeting at Induction, during Welcome Week)
- Provide guidance to all their tutees on critically

evaluating feedback on, and other indicators of, their academic performance.

- Prompt and encourage student engagement with the Personal Development Portfolio (PDP) with the support of CED
- To encourage and support student participation in the Degree Plus initiative and highlight the potential benefits of this to dental VT interviews.
- Maintain regular contact with their tutees through individual group meetings, e-mail and other communications. Students can request additional one to one meetings as required.
- Via the dental School Office, personal tutors will advertise times of compulsory meetings and will monitor attendance records reporting any issues to the Head of Student Support
- Provide tutees with references, where they are requested.
- Work in tandem with University and School guidance on personal tutoring.

Personal tutors will receive up-dates on their tutees academic progress on a bi-annual basis and will receive copies of standard warning letters issued to students who fail examinations during the year. Students may request a change of personal tutor if they wish.

## 2.4 STUDENT SUPPORT AND GUIDANCE TEAM

The Head of Student Support and Guidance for dental students is Dr Sue Morison. Dr Morison can be contacted by email [s.morison@qub.ac.uk](mailto:s.morison@qub.ac.uk) or via the Dental School Office at 028 9063 2733 or by email [dentistry@qub.ac.uk](mailto:dentistry@qub.ac.uk).

## 2.5 SCHOOL OFFICE

Students with a difficulty relating directly to their course should approach the course co-ordinator or the staff of the Dental School Office for help and advice. Every effort will be made to ensure that students are seen promptly by either the most appropriate member of staff or if they are not available, by a deputy.

## 2.6 MODULE CO-ORDINATORS

Module co-ordinators play an important role in monitoring students taking their classes. Persistent non-attendance or other causes for concern are reported to the Student Support and Guidance team. Such students are usually interviewed by an appropriate member of the Student Support and Guidance team to see if there are any particular difficulties, which can be identified, and resolved.

Module co-ordinators also provide help and advice on studies relating to their module and are responsible for guidance on remedial study for students who have missed classes because of illness or have failed examinations.

### 3. DISABILITY SERVICES

The Admissions Office and Disability Services Unit of the University identify applicants who have indicated that they have a disability and where necessary there is consultation with the appropriate subject area. The Disability Services Unit interviews the student prior to commencement of the course and writes to the relevant contact providing information on the type of support required. The Disability Officers at School level are then responsible for ensuring that the requirements are acceptable and raising any issues that may cause concern with Disability Services. The information is then forwarded to module co-ordinators who are asked to ensure that the support is provided. Returning students with disability are also interviewed by Disability Services at the start of each year to review their support arrangements. During the year Disability Advisers will either meet with the student (possibly regularly) or contact them and indicate their willingness to provide support if required.

### 4. ELECTRONIC SUPPORT

Dental students are primarily based in Belfast. Nevertheless, access to support by electronic means is available:

#### 4.1 SSG WEBSITE (<http://www.qub.ac.uk/directorates/sgc/>)

The Student Support and Guidance Website is updated annually. It is intended to provide a comprehensive guide on where and how to access help for a whole range of student difficulties and can be used as a source of reference by both staff and students

### 5. STUDENT CONSULTATIVE COMMITTEES

Each year students elect representatives to attend meetings of the Staff/Student Consultative Committee. This provides the opportunity for discussion on any difficulties that arise during the course, academic or pastoral.

### 6. CO-ORDINATION OF SUPPORT

Student support is managed by the Student Support and Guidance team. Students who require additional help or who have given cause for concern are monitored at least once each semester, and action taken as required. Such students will usually have individual files, which are kept, in the Dental School Office and access to these files is limited to the head of the Student Support and Guidance Team and the Director of CDE

All dental students have access to information on who to contact if they need any help or advice and there is a wide range of services available. Absences from classes or difficulties reported from placements are followed up. Students who may need additional support are reviewed regularly during the year and appropriate support provided where possible. The effectiveness of the Student Support services is reviewed on a regular basis.

### 7. Plagiarism

Plagiarism is defined as follows: to present as new and original an idea or product derived from an existing source. This existing source may be the work of others submitted without appropriate acknowledgement, or the writer's own previously submitted work. This includes auto-plagiarism (to use excerpts from your own previous work without appropriate acknowledgement) and self-plagiarism (to submit a piece of work more than once, eg one which has been previously submitted for a different assignment).

It is an academic offence for students to plagiarise. Resources about referencing and essay writing, as well as workshops and one-to-one support are available from the Learning Development Service.

Definitions and procedures for dealing with academic offences can be found in the University's General Regulations: University Calendar.

### 8. Student Support and Development

#### Introduction

The University takes the view that all aspects of student life offer opportunities for learning and development. Schools work closely with student support services and the Students' Union to support your personal development planning, providing a range of academic and personal support services and developmental opportunities during your time at Queen's. Support and development opportunities for students are offered through your academic School, as well as

centrally in the Student Guidance Centre, International and Postgraduate Student Centre and the Students' Union.

If you are not sure where to go when you have a question about any element of University life, ask one of the Information Assistants in the Student Guidance Centre or International and Postgraduate Student Centre.

## 9. Starting University (first year only)

Moving to higher education is an exciting time and a new phase in your life. At the same time, don't be surprised if you find it overwhelming at times – it's normal to feel this way. For those of you who have recently left school, studying for a degree is very different. You have much more freedom to decide what you want to learn, and you will be asked to consider and debate about the content of your course. You will be expected to be more self-directed in how you approach your studies. Unlike school, your lecturers and tutors will guide you, but will not direct you as much as your teachers may have done in the past.

Information about making a successful transition to higher education can be found at:

<http://www.qub.ac.uk/welcome>.

Within your academic School, you can discuss any issues that arise and receive guidance on approaching new situations from Academic Advisers and Personal Tutors.

## 10. Personal Development Planning and Personal Tutoring

Personal Development Planning (PDP) is a process of reviewing and planning your own development. You will be encouraged to take control of your learning needs by reflecting on your personal performance and the feedback you receive. An electronic portfolio (e-portfolio) is provided in Queen's Online to help you set out plans and personal goals to improve your academic performance and enhance your employability. Research suggests that students who engage with PDP are better equipped to study and develop their professional skills and experiences than those who do not. You should also look at the PDP webpage in the Student Gateway and talk to your Personal Tutor.

PDP is a very helpful process to assist you in identifying what study- and skills-related changes you need to make to be even more effective as an undergraduate. Don't forget it's not just about helping you study throughout your course, but it will also help you develop skills for all aspects of your life at Queen's and beyond.

### Personal Tutor

Each undergraduate student is assigned a Personal Tutor whose role it is to be a point of contact and support within your School. We strongly advise you to speak to your Tutor if you have any concerns relating to your time at Queen's, particularly if you think it will affect your progression.

Personal Tutors will support you as you reflect on your Personal Development Plan and, where appropriate, refer you to a University or Students' Union service for specialised assistance. Students are to have six official meetings with their Personal Tutor a year, but if you need to speak to yours outside of these scheduled meetings, feel free to approach them for an appointment.

## 11. Student Guidance Centre

The Student Guidance Centre (SGC) is on University Road, above the Ulster Bank, Post Office and Deane's at Queen's.

It brings together a number of support services that help guide and assist you throughout your time at Queen's. From managing your student record, developing your academic and employability skills and offering advice and assistance for times when you may feel under pressure, all services work together to ensure you have an enjoyable student experience.

Services located in the SGC include:

- Careers, Employability and Skills
- Centre for Educational Development
- Counselling Service (in partnership with Carecall Wellbeing, at 84 University Street)
- Disability Services
- Income and Student Finance
- Learning Development Service
- Science Shop
- Student Services and Systems (Student Records and Examinations, Qsis)

The Centre holds information and resources for a range of services both on- and off-campus.

Not sure who to ask? Information Assistants on the first floor will help you with all your queries about the University, from getting a new student card, to where to submit a form, or taking advantage of specialist advice from one of the services. The Centre also offers a comfy seating area, internet access, coffee, newspapers to read and laptops that you can borrow for use within the Centre.

Student Guidance Centre  
University Terrace  
T: +44 (0)28 9097 2727  
E: [sgc@qub.ac.uk](mailto:sgc@qub.ac.uk)  
<http://www.qub.ac.uk/sgc>

## 12. International and Postgraduate Student Centre

Located adjacent to The McClay Library, the International & Postgraduate Centre provides dedicated support to, and is a hub for many aspects of information, advice and guidance for international and postgraduate students. Students have the opportunity to meet and socialise with their peers from other Schools and disciplines in a welcoming and relaxed environment. Wireless access to the University network is provided throughout the Centre.

The Postgraduate Student Centre, located on the first and second floors, serves as a focal point for the postgraduate community, complementing the facilities and services currently provided by our academic Schools. The Centre delivers the Postgraduate Researcher Development Programme programme for research students, which offers an extensive range of workshops, courses and seminars alongside numerous supported, student-led initiatives. Additionally, postgraduate research students can access one-to-one guidance and advice in areas related to careers, employability and personal effectiveness, and all postgraduate students can access tailored information and advice on a range of postgraduate issues.

The second floor of the building provides dedicated study and social space for postgraduates. This includes a computer facility offering 50 networked computers with black and white and colour printing, scanning and photocopying facilities. The second floor also houses the Postgraduate Students' Association (PGSA), which represents the interests of all postgraduate students in the University and co-ordinates a number of research-related and social events throughout the year.

Opening hours for postgraduate students are 8:00am–10:00pm Monday–Friday.

Postgraduate Centre  
International and Postgraduate Student Centre  
T: 028 9097 2585  
E: [pg.office@qub.ac.uk](mailto:pg.office@qub.ac.uk)  
<http://www.qub.ac.uk/directorates/sgc/aboutus/ipsc>

## 13. Researcher Plus

As well as developing research expertise in their subject discipline, postgraduate research students have opportunities to develop a range of skills which are transferable beyond the PhD to both academic and non-academic careers. The **Researcher Development Framework** has recently been launched to summarise these skill areas and provide a tool for researchers to plan their personal and professional development. The Researcher Plus Award is a new award that provides official recognition of these skills and assist researchers in demonstrating them to employers. PhD and MPhil students can apply to receive the Researcher Plus award on graduation by submitting a **portfolio** in their final year. **Visit the website for further details:** <http://www.qub.ac.uk/directorates/degreeplus/ResearcherPlus/>

## 14. International Student Support

International Student Support is based on the ground floor of the International and Postgraduate Student Centre. The team aims to support, guide and advise international students, enabling them to maximize their student experience at Queen's. Core services include advice on student-related visas and immigration issues; welcome and orientation; general support and advice; and cultural awareness training.

T: +44 (0)28 9097 3899  
E: [internationalstudentsupport@qub.ac.uk](mailto:internationalstudentsupport@qub.ac.uk)  
<http://www.qub.ac.uk/isso>

## 15. Information for International Students (non-EU/EEA/Swiss National)

All the services listed in this guide are equally available to international students and staff are happy to support you during your time at Queen's. In addition, International Student Support (ISS) has staff specifically trained to provide advice, support and guidance for international students.

The staff in ISS are the **only** staff in the University who are permitted to provide advice or guidance on immigration/visa matters. ISS is located in the International and Postgraduate Student Centre (IPSC). We offer a wide range of services including confidential advice on immigration, problems affecting your studies or personal concerns. We provide information on matters relating to arriving in the UK, opening a bank account, police registration, healthcare and doctors, safety and security, working in the UK, driving in the UK, activities in the University, local activities and events,

travel, British culture, local shops and services, facilities for families. More general support is provided to help with settling in the UK, life in Belfast, academic life and study methods, homesickness and culture shock and schools and childcare.

It is very important that international students meet the conditions of their visa while they live in the UK. This means that if you have a job you **must not** work more hours than you are permitted.

If you want to work (paid or unpaid) you should make an appointment with ISS to discuss what you are allowed to do in the UK.

You are likely to have a student visa which is issued under Tier 4 of the Points Based System. This affects both you and the University. The University has a number of obligations to meet for the UK Border Agency, which include (but are not restricted to) keeping copies of your immigration documents, monitoring your arrival/enrolment and you attendance. ISS will perform a Right to Study check in your passport and immigration documents before you will be permitted to enrol at the beginning of each academic year. The International Student Handbook contains a list of the recording and reporting obligations which must be carried out by the University. If you have any questions about these please contact ISS.

You can contact ISS at [iss@qub.ac.uk](mailto:iss@qub.ac.uk) with any questions, enquiries or to make an appointment. Alternatively you can drop into the IPSC where we will be delighted to meet you and help with any problems you may be having.

When you attend an appointment at ISS you should always bring your passport with you.

International Student Support  
International and Postgraduate Centre  
Ground Floor  
T: +44 (0)28 9097 3899  
E: [iss@qub.ac.uk](mailto:iss@qub.ac.uk)

## 16. Accommodation

### University Accommodation

There are a variety of University-managed accommodation options available to choose from:-

1) **Elms Village Student Accommodation** - located at 78 Malone Road, Belfast BT9 5BW, this purpose-built accommodation is ideally suited to undergraduate students. The Village is made up of three-storey accommodation blocks housing a total of 1126 en suite bedrooms and 505 standard bedrooms (with wash-hand-basin and use of a shared bathroom). The Village includes the

Treehouse bar and restaurant, an ideal place to meet other students, enjoy a drink and watch Sky Sports. Also located in the Treehouse is the laundry, the convenience shop (MACE) and the Lounge – a no alcohol common room area equipped with big screen TV, a computer suite (including Skype) and printing facilities. The Residential Life team are based in the Elms Village and are on hand to help new students meet the challenges of living away from home for the first time. They can signpost you to further support for any problems which may arise and they also organise regular social events and trips to help you meet new friends.

2) **Willow Walk** – this brand new contemporary style accommodation located within an enclosed development on the perimeter of the Elms Village site at 78 Malone Road, offers one, two, three and four bedroom apartments, as well as studio apartments, specifically designed with international and postgraduate students in mind. The high standard of decor in these apartments rivals comparable accommodation in the private sector.

3) **Queen's Houses** –

- Guthrie House (14 to 40 Fitzwilliam Street, Belfast BT9 6AW) – Single sex, purpose-built accommodation for undergraduate students, Guthrie House provides separate accommodation for male and female students. Located opposite the main University buildings, the accommodation is divided into six flats each accommodating 13 or 14 students.
- Grant House (64 Malone Road, Belfast BT9 5BT) – situated close to the Elms Village, Grant House offers “no alcohol” accommodation. Large kitchens and common rooms are shared by 16 students, with bathrooms shared by 4 to 5 students.
- Mount Charles (11 to 19 Mount Charles, Belfast BT7 1NY and 26 to 50 Mount Charles, Belfast BT7 1NZ) – these older properties offer students a more independent way of life. Each house accommodates 7 or 8 student residents with a choice of three room types - standard, premium and en suite.
- 76 Malone Road, Belfast BT9 5BU – this large traditional property is located next door to the Elms Village site. There are standard rooms and larger premium rooms available. Residents share a kitchen, common room and two bathrooms.
- College Gardens (7, 8, 9 and 12 College Gardens, Belfast BT9 6BQ) – situated opposite the main University buildings, these older properties offer a central location and a more independent style of living. Each house accommodates either 10 or 15 students in single study bedrooms. Bathrooms are shared by 3 or 4 residents.



If you would like to apply for a place in University accommodation or if you are a resident and have any queries please contact us or visit our website:

Elms Village Reception Office  
Elms Village  
78 Malone Road  
BT9 5BW

T: +44 (0)28 9097 4403  
E: accommodation@qub.ac.uk  
<http://www.stayatqueens.com>

### Private Sector Accommodation

Advice is available in the Students' Union regarding all aspects of renting accommodation in the private sector, however, the Students' Union and the University recommend that students seek private sector accommodation through 'SU Lets', the letting agency in the Students' Union.

Help and support for checking a private sector contract before signing is available at the Students' Union Advice Centre where an appointment can be made with an adviser. International and local students wishing to rent in the private sector can get advice by checking out the Students' Union website [www.qubsu.org/advice.asp](http://www.qubsu.org/advice.asp). Speak to the Education and Welfare adviser or the Vice-President Welfare for information about:

- How to find accommodation which suits your needs
- The right questions to ask NOW to avoid problems LATER
- Your rights AND responsibilities as a tenant.

Students occupying flats and houses in the private sector must enter into a normal landlord-tenant contractual agreement. You can also have your contract checked with the Students' Union Advice Centre.

### SU Lets - private sector accommodation

The University encourages first year students to apply for accommodation owned and managed by Queen's. For private sector accommodation, the University recommends 'SU Lets'.

SU Lets is the ethical lettings agency, which the Students' Union runs in association with local estate agent Morton Pinpoint. It provides high-quality accommodation from good landlords. It is the only place that the Students' Union and the University recommend to students for housing in the private rental sector. The properties on offer have to meet a high-quality 'Accommodation Code' decided by the Union. Simple and fair tenancy agreements are provided and deposits are protected.

### The SU Lets office is in the Students' Union foyer.

You can also contact SU Lets at:

T 028 9023 1000  
E [info@sulets.net](mailto:info@sulets.net)  
[www.sulets.net](http://www.sulets.net)

### Students' Union Advice Centre – academic, welfare and financial support

University life can throw up all sorts of interesting situations and challenges. Sometimes you may not know exactly what to do about them and may want some advice. That's what the Students' Union Advice Centre is there for.

The Centre employs three Advisers dedicated to providing all Queen's students with free, confidential, independent and accurate advice.

#### Connie Craig – Financial Adviser

Connie advises on grants, loans, fees, Support/Hardship Funds, the financial aspects of repeating years and course changes, Social Security Benefits and other general financial issues.

T: +44 (0)28 9097 1049  
E: [connie.craig@qub.ac.uk](mailto:connie.craig@qub.ac.uk)

#### Education and Welfare Adviser

The Education and Welfare Adviser advises on accommodation, including Queen's accommodation, private landlords, deposits, repairs, checking leases/contracts. Brian also covers academic issues, including representation at Progress Committees, complaints and appeals.

T: +44 (0)28 9097 1135

#### Debbie Forsey – Money Management Adviser

Debbie advises on debt; this includes overdrafts, credit cards, loan agreements, arrears of payments, negotiating with creditors and any other debt issues. Guidance on budgeting and money management is available and students do not need to be in a 'crisis situation' in order to seek advice.

T: +44 (0)28 9097 1166  
E: [d.forsey@qub.ac.uk](mailto:d.forsey@qub.ac.uk)

#### Careers and Employability

Careers, Employability and Skills offers a range of facilities to help students develop their career potential. These facilities include:

- Guidance on a drop in or appointment basis
- Accredited employability programmes and workshops [www.qub.ac.uk/careers](http://www.qub.ac.uk/careers) > Careers Programmes

- Events such as careers fairs and business insights [www.qub.ac.uk/careers](http://www.qub.ac.uk/careers) > Events Calendar
- Graduate jobs, placement opportunities and work experience vacancies [www.qub.ac.uk/careers](http://www.qub.ac.uk/careers) > Vacancies
- Part-time work on and off campus through the Student Jobshop [www.qub.ac.uk/careers](http://www.qub.ac.uk/careers) > Vacancies
- International exchange opportunities [www.qub.ac.uk](http://www.qub.ac.uk)>AddanInternationalDimensiontoyourQueensExperience

It is never too early to start thinking about how you can use your time at Queen's to enhance your employability and develop your career. Call in for a chat.

Careers, Employability and Skills  
Student Guidance Centre  
University Terrace  
Belfast  
BT7 1NN

T: +44 (0)28 9097 2770  
E: [careers@qub.ac.uk](mailto:careers@qub.ac.uk)  
<http://www.qub.ac.uk/directorates/sgc/careers>

### Degree Plus

Degree Plus is a unique and innovative programme which allows Queen's students to gain accreditation for skills and experiences developed outside of their academic programme.

Students may participate in the programme at any time during their academic career but must have submitted evidence for the award of Degree Plus by 1 April for undergraduate students and 1 October for postgraduate students in the year they hope to graduate. Successful completion of the programme provides students with the award of Degree Plus alongside their Degree classification. Any extra-curricular activities which enables the development of academic, personal, career or employability skills may be included, eg volunteering, involvement in a club or society, completion of an additional course or programme, summer experience or working part-time. The award may be obtained in two different ways: either by undertaking a programme which is fully accredited through Queen's, or by combining two experiences and presenting evidence on a Degree Plus application form. To view programmes available under Route A or to download the application form for Route B visit the website: <http://www.qub.ac.uk/degreeplus>

### Paid Employment and Part-time work

A high percentage of students work part-time whilst completing their degree. There are a number of good reasons for doing this as part-time work can help you:

- Develop valuable employability skills that will impress future employers
- Gain experience and a greater understanding of the workplace
- Access and develop networking opportunities
- Help financially during your studies

Register with the Student Jobshop to access a range of opportunities and fairly paid part-time jobs at <http://www.qub.ac.uk/careers> > Vacancies.

Please note: the University strongly recommends that students do not exceed 15 hours part-time work per week as there is strong evidence to show that significant levels of part-time work can affect degree outcomes.

### Paid Employment and Part-time Work for International Students

International Students may have prohibitions or restrictions on working in the UK. It is very important that you confirm you have a legal right to work and if you do have the right to work, that you don't exceed the permitted hours. If you want to work, you must bring your visa to the International Student Support Office where your visa will be checked to confirm whether or not you can work and if you can, how many hours you are allowed to work.

T: +44 (0)28 9097 3899  
E: [internationalstudentsupport@qub.ac.uk](mailto:internationalstudentsupport@qub.ac.uk)  
<http://www.qub.ac.uk/isso>

### Student Care

The University is committed to supporting the attainment and success of its students. Through its Student Care Protocol, staff work with students to identify appropriate actions and support either within or external to the University, to help students through the array of difficulties they may encounter during their time as a student.

No issue is too small to raise with the helpful support team. If you are worried about your studies, or a personal issue affecting your studies, you can contact any of the University's support team, including:

- Staff in your School (Adviser of Studies, Personal Tutor, module or year co-ordinator)
- Chaplains
- Staff in the Student Guidance Centre (Counsellors, Information Assistants, Learning Support Tutors, Careers Advisers, Disability Officers)

- Residential Life Assistants in the halls of residence
- Students' Union Advice Centre or Sabbatical Officers
- Your GP or other health professional

For information about the range of support available to students, visit the Student Gateway website (<http://qub.ac.uk/studentinfo>). Any queries may be sent to the Student Guidance Centre by emailing: [sgc@qub.ac.uk](mailto:sgc@qub.ac.uk)

### Anti-bullying and Harassment Policy

The University's Student Charter, its Policy on Equality and Diversity and its Student Anti-bullying and Harassment Policy make reference to working in a learning environment which is free from harassment including discrimination, victimisation and bullying, and expects individuals to treat fellow students, staff and visitors equally and respectfully. In line with its regulations the University will take disciplinary action against students who cause distress by comments made about others, whether said or in writing. This includes comments written in the public domain, for example on social networking sites.

### Chaplaincies

Currently 17 faiths and denominations are represented at the University. Our work is varied and far-reaching, but we always hope to offer a warm welcome, support and advice (spiritual and otherwise) to all members of the University community. Each of us is committed to playing a constructive and beneficial role in the building up of the individual person and of the University community. The Chaplaincies website is the best source of information; however, the four main chaplaincy centres and points of contact are:

Catholic	28 Elmwood Ave	Rev Fr Gary Toman
Church of Ireland	22 Elmwood Ave	Rev Barry Forde
Methodist	24 Elmwood Ave	Rev John Alderdice
Presbyterian	12 Elmwood Ave	Rev Karen Mbayo

<http://www.qub.ac.uk/chaps>

### Counselling

Whilst we hope your time at Queen's is transformational, there may be times when you find things difficult for a range of reasons. Queen's students can access support and advice of a counsellor. Staff are friendly, approachable and experienced in dealing with a wide range of issues that students have to face at University and in their personal lives. Don't leave things until the problem escalates; speak to them at the earliest opportunity. Emotional distress and difficulty can seriously impede your ability to study effectively. Counselling can support you in managing

your difficulty so that your studies do not suffer unduly, and help you gain new perspective when looking at a range of options. Counselling is free and confidential to any student of the University, and can range from a five-minute chat to a series of 50-minute sessions. Counsellors are professionally trained and accredited and are bound by the Code of Ethics of their professional body, the BACP.

Appointments are available 9am – 9pm Monday to Friday and 9am – 2pm on Saturday.

### Counselling Service

Student Guidance Centre and 84 University Street, as well as regional centres throughout Northern Ireland

T: 0808 800 0016 (freephone from landline and mobile)  
24 hour telephone counselling:  
0808 800 0002 (freephone)  
E: [counsellingappointments@qub.ac.uk](mailto:counsellingappointments@qub.ac.uk)  
<http://www.qub.ac.uk/counselling>

### Students with Disabilities

Disability Services provides support to students with a wide range of disabilities including mental health difficulties and dyslexia. If you have a disability or acquire a disability whilst studying at Queen's, we can help arrange academic and personal support to meet your individual needs.

### Disability Services

Student Guidance Centre

T: +44 (0)28 9097 2727  
E: [disability.office@qub.ac.uk](mailto:disability.office@qub.ac.uk)

<http://www.qub.ac.uk/disability>

### Finance

The Income and Student Finance Office provides advice on course tuition fees, including the assessment and collection of fees. If you have any concerns about your fee assessment speak to staff in the office who have experience in advising student on these matters. They administer a range of bursaries and student support and hardship funds, to help students in financial difficulty, which do not need to be repaid. They also provide a finance function for the University's Clubs and Societies.

Student Finance and Fees  
Student Guidance Centre  
T: +44 (0)28 9097 2767  
E: [IncomeOffice@qub.ac.uk](mailto:IncomeOffice@qub.ac.uk)  
<http://www.qub.ac.uk/directorates/sgc/finance>

The Students' Union Advice Centre also has two members of staff who provide advice and guidance on personal finance, debt management, income

maximisation and applying for bursaries. They can see students between 9.30am – 4.30pm, Monday – Thursday and 9am – 3pm on Friday. If you can only come outside of these hours, they will do their best to accommodate you.

### Connie Craig

Financial Adviser  
Student Advice Centre  
2nd Floor, Students' Union  
University Road

T: +44 (0)28 9097 1049/3106  
E: connie.craig@qub.ac.uk

### Debbie Forsey

Money Management Adviser

T: +44 (0)28 9097 1166/3106  
E: d.forsey@qub.ac.uk

### Health Centre

Students with a Belfast address, even if they only live there during the week, are strongly encouraged to register with a General Practice (GP) surgery close to the University – although it must be within a 10 mile radius of your address. If you are ill and need a doctor's note relating to your studies, you must see a GP as soon as possible – your School will have a policy indicating the length of time after your absence that a GP note must be submitted. It is also very important to be registered with a local GP surgery if you are suddenly and unexpectedly ill and require GP (non-emergency) attention. Students from within the United Kingdom can switch back to their 'home' GP during summer break.

The University Health Centre (UHC) at Queen's offers student-focused NHS services and University funded non-NHS services for Queen's students. The UHC has extensive experience in the health needs of young adults and is made up of a friendly team who understand university life. International students in the UK for six months or more on a student visa are entitled to free NHS care and can also register with the practice. Visit our website or phone the Health Centre for more information on how to register.

University Health Centre  
5 Lennoxvale  
Belfast BT9 5BY

T: +44 (0)28 9097 5551  
E: reception.157@uhcq.gp.n-i.nhs.uk  
<http://www.universityhealthcentreatqueens.co.uk>

### Learning Development Service

The Learning Development Service is available to help you with academic skills. You can have three one-to-one appointments per Semester and/or attend a range of workshops on topics including essay writing, referencing, time management, presentation skills and preparation for exams.

The Learning Development Service also offers maths support. Resources can be accessed on the Learning Development Service website. You can find out more by calling into the Student Guidance Centre to make a free appointment.

Learning Development Service  
Student Guidance Centre  
Belfast BT7 1NN

T: +44 (0)28 9097 3618  
E: lds@qub.ac.uk  
<http://www.qub.ac.uk/lds>

### Study Support

Speaking to your Personal Tutor or Supervisor and using some of the material on the Student Gateway site can be helpful ways of supporting your studies. You may also benefit from more specific help. See the section on Learning Development Service for details on the support they can offer you. The Learning Development website also offers excellent resources on referencing, essay writing, time management and stress management, as well as a range of other topics that will help you in your studies.

### Library and Information Services

The goal of Information Services at Queen's is to provide the highest quality information resources and services to students and staff of the University. This commitment to quality is well illustrated by the building of The McClay Library, which blends the best features of a traditional library with the latest learning technologies to create a truly 21st-century environment for students and staff. There are also further libraries: the Medical and Healthcare Library (across four sites) and the Agri-Food and Biosciences Institute Library (in the main building on the AFBI Headquarters site in Newforge Lane), as well as extensive online resources.

Information Services also supports student computing, with student computing areas across the campus. The student computing web pages provide a range of information to support the use of computing in your studies; information includes the status of key computing services and computers currently free on campus, as well as information about accessing the wireless network, training and the virtual learning environment: <http://www.qub.ac.uk/student>

## Queen's Sport

The facilities at Queen's Sport are second to none. Whatever your interest – performance sport or just recreation – you are sure to find an activity that suits you!

We have four main sites; our flagship PEC Sports Centre in Botanic Park, Upper Malone, the Boat House at Stranmillis, and our cottage at the base of the Mourne Mountains.

The PEC has a state-of-the-art gym, squash courts, climbing wall, swimming and diving pool plus much more. Flexible membership packages and rates are available to all students. Our Activity Programme also has much to offer, with an unrivalled choice of classes and courses, all of which are delivered by qualified instructors.

Queen's has over 50 Student Clubs catering for all sporting interests.

The Malone site recently underwent a major multimillion pound investment and now boasts a new Arena Pitch and Clubhouse capable of hosting premier soccer, rugby and Gaelic competition as well as several multi – sports floodlit grass and synthetic playing surfaces.

For more details please follow this link:

<http://www.queenssport.com/sites/QueensSport/Facilities/OutdoorSports/QueensSportUpperMalone/>

For information on our memberships, please visit:  
<http://www.queenssport.com/sites/QueensSport/Membership>

Queen's University Belfast Physical Education Centre  
Botanic Park  
Belfast  
BT9 5EX

T: +44 (0)28 9068 1126  
E: [sport@qub.ac.uk](mailto:sport@qub.ac.uk)  
<http://www.queenssport.com>

## Students' Union

The Students' Union offers a range of membership services including entertainment venues, food and other retail outlets, non-alcoholic study space in The SPACE, a student enterprise centre, the Students' Union Advice Centre, clubs and societies, student volunteering, campaigns and representative work and much more.

Every student of the University is automatically a member (which means there are about 20,000 members). Open 18 hours a day during term time, the Students' Union welcomes over one million visitors every year. It is recognised by the University as the representative body of students and is run by elected

full-time Student Officers (Sabbaticals) and student-centred staff.

The Sabbatical Officers, management and staff, work with the student body to ensure the improvement of facilities and support services for students of Queen's.

Queen's Students' Union  
University Road  
Belfast BT7 1NF

T: +44 (0)28 9097 3106  
E: [studentsunion@qub.ac.uk](mailto:studentsunion@qub.ac.uk)

<http://www.qubsu.org>

If you do have financial pressures that mean you have to work more hours than is advisable, please come and talk to us. Both the Student Income and Finance Department in the Student Guidance Centre and the Students' Union can give you advice on funds that are available to help students in your position. The Learning Development Service can also offer advice on time management.

## Language Learning

The Language Centre provides a wide range of language courses for all students. Classes, which usually last two hours, are held weekly and usually run for most of the academic year. Languages currently offered are: Arabic, Bengali, Chinese (Mandarin), Czech, Dutch, Finnish, French, German, Greek (Modern), Hindi, Irish, Italian, Japanese, Korean, Latin, Polish, Portuguese, Russian, Sign Language, Spanish, Swedish, Turkish and Urdu. These are all taught at various levels ranging from beginners in all languages to advanced level in the more popular languages. These courses are accredited in line with the Common European Framework of Reference and a Language Centre Certificate is awarded for over 70 per cent attendance. Language Centre courses are included in the Degree Plus Award programme. A small administration fee is levied for each 16-week course.

Apart from the courses for non-specialists, the Language Centre now offers courses leading to a Certificate in Languages for Special Purposes. Specially designed computer-based courses are available in: French, German and Spanish for Business, Practical Irish, French, German, Spanish and Italian for Tourism and Leisure. These fully-accredited courses are available at beginners, intermediate and advanced levels. (French commences at post-GCSE level). Courses can be accessed using the Language Centre's CAN-8 multimedia online system affording students the opportunity for guided autonomous learning alongside tutor-led sessions. The nature of these online courses means that students can study in their own time and at their own pace allowing them to 'catch up' or to progress at their chosen pace. Upon successful

completion of the course, students will be awarded a Queen's University Certificate in Languages for Special Purposes. An administration fee is levied for each module leading to the Certificate.

Apart from the formal language learning opportunities, the Centre also provides the opportunity for self-study language courses for use in its private study area. There is a growing library of resources in over 30 languages, available at various levels and in various formats, that is, books, videos, DVDs, tapes, CD-ROMs and self-study online courses. Carefully designed self-study packs are available in most languages. Software installed on the PCs includes dictionaries, grammar packages and interactive CD-ROM courses for all levels and in many languages.

The Language Centre is open for private study and class teaching from 9am – 9pm Monday to Thursday and 9am – 5pm on Friday. Staff are available for guidance and assistance during opening hours. The self-study facilities are open during normal library hours.

For further information contact:

The Language Centre  
The McClay Library

T: +44 (0)28 9097 6178  
E: [langcent@qub.ac.uk](mailto:langcent@qub.ac.uk)  
<http://www.qub.ac.uk/>



