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EDUCATION & STUDENTS

FRUE PLADS 4

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## **Guidelines for Quality Assurance of Student Counselling and Career Guidance**

### **Objective**

The University of Copenhagen conducts annual quality assurance reviews of its student counselling and career guidance part of its continuous and systematic efforts to assure the quality of all of its counselling work and to ensure that the work done by the University and the faculties is fit for purpose.

### **Requirements placed on faculty procedures**

The procedures describe how quality is assured and define a series of quantitative and qualitative parameters. Each faculty describes its system for collating statistics, how knowledge and experience derived from the faculty's contacts with business and industry are passed on to career-guidance staff, and how knowledge and experience relating to students, study programmes and careers is relayed from student-counselling and career-guidance services to the study programmes. The procedure clearly indicates who is responsible for the process and for follow-up, and identifies the other stakeholders involved.

The deans must approve faculty reports before submitting them to the Rector.

### **Reporting**

The faculty submits an annual report to the Dean. The faculty can choose to report the results to the Dean for all of its programmes or for one programme at a time. Each faculty submits an overall report on all of its programmes to the Rector.

Reports are submitted to the Rector at least once every third year as part of the annual faculty report on quality assurance (see “Guidelines for Dialogue on Quality of Education with the Rector”).

### **Quantifiable quality standards**

The faculties define their own quantifiable standards for quality at programme level. They must at least live up to the specific objectives stipulated in University and faculty strategies and target plans.

As a minimum, the faculties must set standards for the qualitative and quantitative parameters listed below.

<b>Qualitative parameters</b>
<p><u>Programme level:</u></p> <p>The faculty stipulates guidelines for the level of competence and education expected of employees so that they are able to offer Danish and international students the best possible guidance and advice.</p>
<p><u>Action plans:</u></p> <p>The faculties draw up their own action plans for guidance on the basis of the University’s strategies for student counselling, career guidance and other faculty and university strategies, as well as priority areas that the units/the faculty identify as necessary after conducting evaluations, user surveys, etc.</p>
<p><u>Evaluation and studies:</u></p> <p>The services a faculty provides are based on continuous evaluation of services, enquiries, user surveys, satisfaction surveys, etc.</p>
<b>Quantitative parameters</b>
<p><u>Registering referrals:</u></p> <p>All units register queries by users.</p>
<p><u>SLA (Service Level Agreement):</u></p> <p>Service level targets/declarations are drawn up for all units.</p> <p>The guidance for international students follows the Danish Universities’ Code of Conduct: “<a href="#">Guidelines for offering Danish university programmes to international students</a>”.</p>
<p><u>Student/counsellor ratio:</u></p> <p>Each faculty identifies an ideal ratio of guidance staff to students/student enquiries.</p>