



## Professional Code of Conduct Postgraduate Development Programme

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The dedicated team at the Thomas J. Moran Graduate School works with postgraduate students, staff and external partners to offer opportunities for our vibrant postgraduate community to come together to learn, network and gain the skills to stand out in a competitive employment market.

This Professional Code of Conduct sets out the responsibilities expected of all Queen's postgraduate students using Graduate School services, and the responsibilities undertaken by the Graduate School to deliver a valuable, impactful and welcoming experience for all postgraduate students.

For programme delivery, the Graduate School uses University-approved platforms. The University [Student Privacy Notice](#) provides details on how your data may be used to deliver services.

The Graduate School aims to operate sustainably – please bring your own travel cup when using the building, so that we don't throw away hundreds of single-use paper cups every year.

### Document Definitions:

- **Late cancellation of attendance:** cancelling less than 48 hours before the scheduled date and time of the training course or event.
- **Non-attendance:** failing to attend a course on which you have registered a place.
- **[MyFuture](#):** University platform where students book and cancel courses, workshops and events.

### Document Sections (quick links):

1. [Postgraduate Student Responsibilities](#)
2. [Graduate School Responsibilities](#)

## 1. Postgraduate Student Responsibilities

A student who registers for a Graduate School course accepts their responsibilities under this Professional Code of Conduct and commits to attending the course. Students are expected to engage and contribute positively to courses they attend and behave in such a way that respects their fellow participants and those delivering the courses. PhD students may not receive training credit for courses if they do not attend for the full duration.

Students who are having any difficulties with course registration, have queries about course arrangements, or who require assistance with specific learning support needs should contact [pg.skills@gub.ac.uk](mailto:pg.skills@gub.ac.uk) or telephone Reception on 028 9097 2585.

Please note some programmes and workshops may discuss challenging subject matter or topics.

### Late Cancellations and Non-Attendance:

- If you cancel your registration on a course via MyFuture or email to [pg.skills@gub.ac.uk](mailto:pg.skills@gub.ac.uk) less than 48 hours before the scheduled start time you will be considered a **late cancellation**.
- If you fail to attend without providing a valid reason, you will be considered a **non-attende**e.
- Non-attendance is recorded and monitored for all online and in person events.
- Non-attendance may prevent your selection for high-demand programmes.
- We understand that, occasionally, unforeseen circumstances arise which prevent your attendance. If this happens, let us know as soon as possible and up to 48 hours after the scheduled event, to avoid sanctions being applied.
- If you are a non-attende
e for 3 or more courses in any semester, you will be prevented from booking any further Graduate School courses in MyFuture until you have met with a member of the Graduate School team. This meeting is to remind you of your responsibilities under the Professional Code of Conduct and to provide support if you are experiencing difficulties with your student experience more widely.- If you are unable to attend a course or 1-2-1 appointment, you must give 48 hours' notice by cancelling your registration via [MyFuture](#).
  - *To cancel your course or event, login to [MyFuture](#), go to Events and "Cancel book" (make use of the Search function to help you locate the event).*
  - *To cancel or reschedule your 1-2-1 appointment, login to [MyFuture](#), go to My Appointments – Approved Appointments – ellipsis (3 dots) on right of screen and select \*Cancel\* or "Reschedule".*

You can email [pg.skills@gub.ac.uk](mailto:pg.skills@gub.ac.uk) if you are unable to access MyFuture to do this.

Non-attendance or late cancellation prevents provision of a high quality training and development service for Queen's postgraduate students in the following ways:

- Many courses are fully booked with a waiting list; your non-attendance prevents other students taking advantage of the training.

- Late cancellation does not allow adequate time for another student to be notified of a free space.
- Many of the courses involve group work and Facilitators plan this work around the numbers registered. Non-attendance often means that group work cannot be carried out as planned and detracts from your achievement of the course objectives.
- Courses delivered by specialist external Facilitators incur a high cost to the Graduate School. Non-attendance or late cancellations may reduce funding for such Facilitators in the future.
- Without accurate attendance numbers we cannot predict catering needs. This may result in significant food waste, which is damaging to our environment.

### **In-person Attendance:**

- When you register for a course you are committing to attend the **full duration**. If you leave the course while the course is ongoing, your attendance may not be recorded. PhD students may not receive training credit for courses that they do not attend in full.
- Masters students are responsible for ensuring that they do not have a timing conflict between module attendance and Graduate School course attendance.
- Changes to course arrangements and details of pre-course work will be communicated to registered students via their Queen's email address. It is the responsibility of course registrants to check their Queen's email regularly to ensure they receive pre-course information.
- Some courses require pre-course work to be completed and you must ensure that you undertake this work before the course starts. The course Facilitator reserves the right not to allow you to join a course if you have not completed the required pre-course work. In this instance, you will be recorded as a non-attende and sanctions may apply.
- You are expected to arrive in time for the scheduled start time of the course. The Facilitator reserves the right not to allow you to join a course if you arrive late and, in this instance, you will be recorded as a non-attende and sanctions may apply. If you are allowed to join, it is your responsibility to ensure your attendance is recorded on the sign-in sheet in the class.
- Please ensure that your mobile phone is switched off or in silent mode. If you need to make a call, wait until a break during the course programme, or discuss your need with the course Facilitator.
- Facilitators and staff must be treated with courtesy and respect at all times.

### **Online Attendance:**

- As a participant in an online event, you must not record, save or use any of the student/other participant personal data, either through the platform or through a screen capture on your own device, without their written consent. To do so breaches UK GDPR law.
- Through fully participating and engaging in virtual events you will develop as an individual, getting as much as possible from the sessions as well as giving you the opportunity to support others in their development. Many of our programmes and workshops involve group work, and we require all participants to work collaboratively for these to run effectively and in a way that will be beneficial to all.

## **2. Thomas J Moran Graduate School Responsibilities**

- The Graduate School will provide interesting and engaging sessions, and provide appropriate learning material to students in a timely manner, so that they can engage fully with the sessions.
- The Graduate School monitors waiting lists for courses and endeavours to respond to areas of high demand, advising students of free spaces if they become available.
- The Graduate School will send a reminder email prior to the course commencing. For courses and 1-2-1 appointments booked through MyFuture, this email is automatically generated 24 hours before the course start time.
- Where the Graduate School is made aware of reasonable adjustments or other learner support to enable full engagement and participation, we will discuss with you the best way that we can accommodate your learning.
- We will undertake evaluations of courses and events that we offer, and continuously review how we can improve, based on your feedback.
- For training provided by the Graduate School via Microsoft Teams, participants will be added to a Team the day before the event is scheduled to take place.
- If the event is being delivered on an alternative platform, links or generated codes will be sent to participants in advance of the event start time.

### **Course Cancellation by the Graduate School**

- If insufficient students have registered for a scheduled course, the Graduate School reserves the right to cancel the course up to 48 hours prior to the scheduled start time. Registered students will be notified by email and given the opportunity to book a place on an alternative date, if possible. Students will be offered the opportunity to speak to a member of the Graduate School team about other opportunities for developing or practising that skill.
- If insufficient students have joined a course or event 15 minutes after the scheduled start time, the Graduate School reserves the right to cancel or postpone the course or event. Registered students will be notified by email and, if the event is postponed, given the opportunity to book a place on the new date.
- In exceptional circumstances (e.g. Facilitator illness or extreme weather conditions) a course may have to be cancelled with less than 48 hours' notice. On these occasions the Graduate School will give as much notice as possible by emailing registered students, and the course will either be re-scheduled in its entirety or places offered on an alternative date, if possible.

You can contact the Thomas J. Moran Graduate School team via our Reception desk from Monday to Friday, 9.00am to 5.00pm (Tel: 028 9097 2585, Email: [graduateschool@qub.ac.uk](mailto:graduateschool@qub.ac.uk)) and our web pages contain frequently asked questions ([FAQs](#)) specifically for postgraduate students.

We would like to hear from you if there are elements of our provision which are not meeting your expectations. Any issues relating to services within the Graduate School may be raised initially with Karen

Nugent ([k.nugent@qub.ac.uk](mailto:k.nugent@qub.ac.uk)), Postgraduate Experience Officer. We hope we can resolve or address the issue at this point, but you may use the University's [Student Complaints Procedure](#) if you are not satisfied with our response.