

Student Counsellor

Goal

To develop counselling methods and provide counselling to students, and additionally compile and update informative materials, policy proposals and procedure manuals and reference books, within the scope of student policy and laws and regulations, with the aim of helping students to function to the best of their abilities within the academic environment.

Context

Reports to/receives hierarchical guidelines from one of the following staff members:

- Executive Board
- Service Department Director
- Head of Department

RESULTAREAS			
Main activity	Frame	Result	Activity
1. Student Policy (variant)			
To contribute to the development and maintenance of the institution's student policy	External and internal quality guidelines	Updating and improvement of the existing student policy	<ul style="list-style-type: none"> - Identify developments and obstacles and translate these into consequences, opportunities and practical policy proposals aimed at improving facilities for students and special target groups from the student body - Advise your superior on matters pertaining to the legal position of students and student welfare with respect to new developments set out in memos, policy intentions and bills - Develop and/or co-develop regulations pertaining to the graduation fund and relenaart provisions and develop the application and allocation procedure - Advise the Board of the institution about student-related matters such as study programmes, examination regulations, student workload, student policy and student life, from the perspective of the own specialism (foreign students, performance of top-class sports by students, disabled students policy or payment agreements)
2. Dissemination of knowledge (variant)			
To compile up-to-date manuals and reference books for student counsellors in response to the manner in which developments in laws and regulation affect the institution and the students, and additionally applies specialist knowledge to the development of informative materials.	<p>Laws and regulations</p> <p>Internal guidelines</p>	Timely availability of relenaart or new information for students, student counsellors and the Board of the institution	<ul style="list-style-type: none"> - Maintain and analyse developments in the area of study programmes, academic environment and laws and regulations pertaining to education - Chart out the legal, financial and organisational consequences of new laws and regulations or other developments for students, the institution, study programmes and student support and counselling - Apply specialist knowledge to the development of texts and new items to be recorded in manuals/reference books for the benefit of informative materials and websites - Develop manuals/reference books and keep these up-to-date and deliver this new information to student counsellors and faculties - Answer questions and discuss cases with other student counsellors, thereby contributing knowledge and information derived from experience in your own specialism
3. Student Information			
To inform current or prospective students, both from the Netherlands and abroad, on student-related matters or problems through written or oral communication	Internal guidelines	Students are able to take targeted action or make well-founded decisions	<ul style="list-style-type: none"> - Take stock of and analyse students' need for information through individual interviews, during office hours (by telephone or in person) or by email correspondence - Inform students about financial matters such as financial assistance, taxes, insurance, graduation support and tuition - Provide information about admission requirements and possibilities and examination authorities - Inform students about possibilities in the area of career planning and market orientation or refer students to the Career Centre - Provide information about mutual rights and duties and cross-faculty issues pertaining to education and preconditions
4. Student Advisory Services			
o advise, refer, mediate and provide guidance to current and	Internal guidelines	Students are able to resolve problems	<ul style="list-style-type: none"> - Provide advice and offer support with problems pertaining to financial aid, such as extending the financial aid period and converting loans

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prospective students from the Netherlands and abroad			<ul style="list-style-type: none"> - Refer students with academic issues and issues related to choice of study programme to (study) career counsellors, lecturers, career counsellors, confidential advisers, student psychologists or external organisations - Provide advice about regulations, procedures and laws and provide guidance to students experiencing problems that impede academic performance and refer students to expert organisations - Provide procedural assistance pertaining to appeals against examination decisions, university decisions and decisions made by the
5. Information			
to provide information to interested parties, parent and current and prospective students from the Netherlands and abroad about study programmes, legal matters, regulations (institution-related and otherwise)	Own discipline	Target groups are sufficiently informed and able to make well-founded decisions	<ul style="list-style-type: none"> - Provide information on which to base informative materials - Contribute, upon request, to the support of activities and/or projects set up by students and/or study programmes such as the introductory week for first-year students, mentorship systems and theme groups - Provide groups of students with information about new laws and regulations (institution-related or otherwise)
6. Training Courses for Students			
To contribute to student competency training and coordinate the execution of this training and process management	Internal guidelines Annual plans Own discipline	Attainment by students of predetermined learning objectives with respect to knowledge, insights, skills, competencies and attitudes	<ul style="list-style-type: none"> - Participate in project groups and/or working groups dedicated to setting up training courses - Make available expertise and provide analyses based on experience in order to contribute to the development of training courses and study programmes in terms of content - Execute the aforementioned training courses and supervise their process management - Provide training courses to students about academic planning and other study skills training courses - Train Board members or Board of student organisations
7. Decisions/Statement			
To issue decisions/statements to students concerning admissions, credential evaluation, financial aid or termination of enrolment	Student policy Laws and regulations	Clarity for students and internal and external organisations concerning admissions, credential evaluation, financial aid or termination of enrolment	<ul style="list-style-type: none"> - Take stock of and analyse students' specific situations - Advise your superior about the awarding of declarations/statements - Prepare decisions for your superior concerning the awarding of declarations/statements concerning admissions, credential evaluation, financial aid or termination of enrolment - Provide explanations about and issue declarations/statements to students and external and internal organisations - If no declarations/statements can be issued, advise students about alternative options and refer them to expert organisations
8. Subsidy policy			
To design and implement a	Subsidy policy set down by	Supervision of effective	<ul style="list-style-type: none"> - Do preliminary work for decisions issued by the superior concerning the awarding of

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subsidy policy for student organisations	the Executive Board	awarding of money derived from grants and subsidies	grants and subsidies to student organisations - Advise student organisation boards on financial and legal matters - Supervise the intended use and management of awarded funds
9. Complaints Handling			
To register complaints made by students about studying, study programmes and student facilities	Complaints procedure	Monitoring of the handling of complaints	- Register complaints in the complaints system - Establish the causes of complaints and advise the parties concerned within the institution to take action in response to a complaint - Monitor complaints specific to the institution and report about these to the Board of Governors through regular complaints overviews - Regular coordination with relevant parties concerned - Supervise the handling of complaints by resolving the complaint or informing the complaining party about the options available to resolve the complaint
10. Promotion of Expertise			
To supervise the development and implementation of training courses and host gatherings for experts and/or superiors	Own discipline/field of study Policy Objectives	Experts and/or superiors have been provided the required knowledge and skills through refresher courses	- Participate in project groups and/or working groups dedicated to setting up training courses - Develop materials for training courses, in collaboration with external experts, if required - Train experts and/or superiors and inform them about current issues within the own discipline/field of study - Provide and supervise courses exploring new developments within the own discipline/field of study - Coach and supervise experts and/or superiors
11. Coordination of Work			
To coordinate the work to be carried out by the department staff (and third parties)	Authorisations and guidelines	Facilitation of targeted, efficient and high-quality performance of work	- Inform staff about the goals and results to be attained - Provide directions and instructions about methods and procedures to be employed - Draw up (or delegate the drawing up of) schedules and coordinate days off - Co-evaluate the results and supervise and facilitate the timely and appropriate qualitative and quantitative progress of the work and/or assignments - Resolve or report any problems encountered that staff cannot or are not permitted to resolve - Supervise outsourced work

Ranking criteria Student Counsellor

<div>Function level</div> <div>Ranking criteria</div>	Student Counsellor 1	Student Counsellor 2
Student policy	Contributes to the development and maintenance of the institution's student policy from the perspective of the own specialism (foreign students, performance of top-class sports by students, disabled students policy or payment agreements).	not applicable
Dissemination of knowledge	Compiles up-to-date manuals and reference books for student counsellors in response to the manner in which developments in laws and regulation affect the institution and the students, and additionally applies specialist knowledge to the development of informative materials.	not applicable

Ranking Rules Student Counsellor

Student Counsellor 2 applies if all criteria described for Student Counsellor 2 are met

Student Counsellor 1 applies if all criteria described for Student Counsellor 1 are met