USER MANUAL · CAREER GUIDANCE

Career guidance for agency staff

How agents and counsellors guide their students with ScholarVoya: working for a student, running the career assessment, explaining the results and turning career paths into programmes.

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Contents

1 Before you start
2 Add your students
3 Work for a student
4 Run the career assessment with a student
5 Explain the results
6 From career paths to programmes
7 Print and share the report
8 AI help for you and your students
9 Follow up over time

1 Before you start

ScholarVoya gives your agency the same career tools as your students. You use them for one student at a time. Your agency must be approved by ScholarVoya first.

- **Students**: the students your agency represents.
- **Student tools**, a section of the menu: **SmartMatch**, **Career Navigator**, **AI Coach**, **Ask ScholarVoya** and more, used for one of your students.
- **Appointments**: meetings with your students, in person, by video or by phone.
- **Ask ScholarVoya**, at the top of the menu: AI answers for your own questions.
- **Academy**: professional training for your team, with certificates.

> **Important.** What you do in the student tools is saved in the student's account, as if they had done it. Work with the student, and let them give their own answers.

2 Add your students

1. Open **Students** in the menu.
2. Click **Add student**, or **Import students** to add many at once.
3. In the form, tick **The student agreed that we represent them and create their ScholarVoya account**.
4. Tick **Email the invitation now**, or send it later with **Send invitation**.
5. Click **Add student**.

The **Profile** column shows where each student stands: **Not claimed yet** (you build the profile for them), **Shared with you** or **Not shared**.

1. Click a student to open their page.
2. On the **Profile** tab, fill in their education, grades, budget and preferred countries. The career assessment and SmartMatch use this profile.
3. On the **Documents** tab, upload their certificates and awards. They can be used as evidence of their skills.

3 Work for a student

To use a career tool for a student, you choose the student first.

1. In the menu, under **Student tools**, click **Career Navigator**.
2. The page **Choose a student** opens. Type a name in **Search your students**.
3. Click **Choose** next to the student.
4. A bar at the top says **Working for** and the student's name. Everything you do now is for this student.
5. To work for someone else, click **Switch student**. When you finish, click **Stop**.

- **File not shared** next to a name means the student has not shared their file with your agency. Ask them to share it first.
- The choice is kept in this browser tab only. In a new tab, you choose the student again.
- The same choice works in the other student tools, such as **SmartMatch** and **AI Coach**.

4 Run the career assessment with a student

The assessment works best in a meeting with the student, in person or by video. It has nine short sections and takes about 10 minutes.

1. Work for the student, then open **Career Navigator**.
2. Click **Start**, or **Continue** if the student has already begun.
3. Read each question with the student and let them choose the answer.
4. Click **Save and continue** after each section. Questions marked **Optional** can be skipped.
5. In the last section, click **See my career paths**.

Help the student add evidence of their skills: on the **Evidence portfolio** card, click **Add**, fill in **Type**, **Year**, **What was it?** and **What it shows**, then click **Save**.

> **Tip.** The first section shows **From your profile**: what the profile already says. Correct it on the **Profile** tab of the student's page.

5 Explain the results

After the assessment, **Career Navigator** shows **Your career paths**: the five careers that fit the student best. Go through them together.

- **Fit indicator**: how well each career matches the answers and evidence.
- The reasons, **Your strengths for it** and **Skills to build**.
- **See path** opens a career: **Why it fits you**, **Your roadmap**, **Work and opportunities**, **Study for it** and **Labour-market facts**.
- **What you say and what you show** compares the student's self-ratings with their evidence.

> **Important.** Percentages are decision-support indicators, not certainty. Present several paths, and never tell a student that one career is the only right one.

1. On a career path, click **Explain this path** for a personal explanation and plan written by AI.
2. Read it with the student. It uses the student's monthly AI questions.
3. If the answers or evidence change, click **Write it again**.

6 From career paths to programmes

1. On a career path, under **Study for it**, click the programmes link or **See your SmartMatch matches**.
2. Or open the student's page and click the **Matches** tab. Programmes are ranked by how well they fit the student.
3. Read each label: **Strong match**, **Good match**, **Possible match** or **Requirements missing**.
4. Click **View programme** to see a programme.
5. Check the **Scholarships** tab for funding that fits the student.

> **Tip.** While you work for the student, the programmes you save appear in their **Saved programmes**.

7 Print and share the report

1. Work for the student and open **Career Navigator**.
2. Click **Print** at the top of the page to print the report or save it as a PDF.
3. To send a read-only link to a parent or sponsor, use **Share with a parent**, then **Send a link**. Do this only with the student's agreement: the link is sent from their account.

The **Download report** button on a student's page gives a PDF of their case: applications, visa cases, loans, tasks and documents. It is not the career report.

> **Important.** The shared career report never shows the student's answers about their family, applications, visa or loans. Agencies can't add parents or sponsors: the student does this in their own account.

8 AI help for you and your students

- **AI Coach**, under **Student tools**: a conversation for the student you work for. It knows their profile, applications, documents and deadlines.
- **Ask ScholarVoya**, at the top of the menu: your own questions about studying abroad, answered from sources ScholarVoya has checked.

- **Explain this path** and **Explain this match**: short explanations of a career path or a programme match.

> **Important.** AI answers are guidance, not decisions, and they can be wrong. Check the official source before you advise a student, and never promise admission, a scholarship or a visa. Read Guidance, not guarantees and Ethical recruitment.

> **Tip.** Open **Academy** to take ScholarVoya's training courses. Pass a course's quiz to earn a certificate anyone can check.

9 Follow up over time

- Use **Appointments** to plan the next meeting with the student.
- The **Messages** tab on the student's page shows every message about their applications, visa cases and loans.
- When the student's plans change, open **Career Navigator** for them and click **Edit answers**, or **Reassess** for a new assessment. Their earlier result stays in their history.

Guidance, not guarantees

Career paths, fit indicators, matches and AI answers help people decide. They are not promises of admission, a scholarship, a visa or a job: institutions, employers and governments decide. Read Guidance, not guarantees.