

# Code of Practice for the Personal Tutoring of All Taught Students

<b>Lead:</b>	Pro Vice-Chancellor Education
<b>Code of Practice to be reviewed:</b>	Every 3 years
<b>Date of next review:</b>	June 2019

## Amendment & Approval History

Issue No	Date	Approved by	Change
1.0	2007	Senate	
2.0	2012		Revised Code of Practice following evaluation, audit and review of current good practice within Keele and across the sector.
3.0	2016	UEC	Revised Code of Practice following evaluation, audit and review of current good practice within Keele and across the sector.
4.0	2018	Senate	Addition of the role of Subject Advice Tutor

## Code of Practice for the Personal Tutoring of All Taught Students

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## Code of Practice for the Personal Tutoring of All Taught Students

### Purpose

The Personal Tutor System is designed to ensure that all students have regular opportunities to review their personal, academic and career development. Personal tutors listen to students and provide encouragement and support as appropriate; they help students develop personally and professionally, helping them to reflect on their skills and experience, both within and outside of their programme of study; and they can help students understand the skills necessary to improve their performance and achieve their goals. It is also important that students understand their responsibilities at university. This personalised approach helps students feel part of a community where guidance and signposting is available.

### Definition of personal tutor

A personal tutor is a member of academic staff who will be a student's first port of call for advice or direction to further support on academic and pastoral matters.

### Definition of subject advice tutor

A subject advice tutor is a member of academic staff who will be a student's first port of call for advice or direction to further support on academic matters in their second subject.

Schools should organise subject-specific advice for students on dual/combined honours programmes, particularly for students whose degree combination spans two Schools.

### Scope

As a campus university, Keele sees the provision of effective student support, to which personal tutoring is key, as an essential part of its activities. It is important that the various parts of the University work together to provide high quality, effective academic and welfare support to enhance the success and experience of our students.

At Keele the personal tutor is seen as central to the provision of effective student development, guidance and support, with tutors working alongside and referring students as necessary. This referral may be to appropriate colleagues within the School or other disciplines, or to the appropriate centrally provided service, or to Keele Students' Union. All personal tutors are issued with a "when to refer" guide: ["Supporting our students together"](#), which indicates appropriate referral routes.

The University's Student Services and KeeleSU provide help and support on all aspects of University life. These services are listed at **Annex A**. Both personal tutors and their tutees can access advice and support from these services.

### 1.0 Role of personal tutors

- a. Being the official first point of contact for their tutees for advice, support and general guidance on academic and non-academic issues when it is within their competence, and guiding students to appropriate support.
- b. Arranging personal tutor meetings as specified in the Code of Practice for Personal Tutors.
- c. Providing a personal, regular contact for the student throughout their programme of study.
- d. Making appropriate efforts to ensure that all students meet with their personal tutors regularly. A personal tutor should make every effort to inform their tutee if they are unable to make a meeting.
- e. Recognising when any assistance required is beyond their competence or responsibility and, in consultation with the student, referring the student to specialist academic or student support services within the University or outside the University where necessary.
- f. Providing students with the opportunity to review and reflect upon their progress and student experience.
- g. Offering guidance in making choices over modules, options, postgraduate/further study and career opportunities.
- h. Ensuring students understand the purpose and benefits of personal tutoring.
- i. Providing a reference for the student on request.
- j. Keeping appropriate records of meetings on e-Vision in accordance with University [records management](#) and [data protection](#) guidelines.

## **2.0 Role of subject advice tutors**

- a. Being the official first point of contact for their tutees for academic issues in their second subject when it is within their competence, and guiding students to appropriate support.
- b. Working with the student's personal/senior personal tutor where applicable.
- c. Providing a personal, regular contact for the student throughout their programme of study.
- d. Providing students with the opportunity to review and reflect upon their progress.
- e. Providing a reference for the student on request.
- f. Recognising when any assistance required is beyond their competence or responsibility and, in consultation with the student, referring the student to specialist academic or student support services within the University or outside the University where necessary.
- g. Keeping appropriate records of any meetings on e-Vision in accordance with University [records management](#) and [data protection](#) guidelines (noting that there is no expectation to arrange regular meetings).

## **3.0 Role of personal tutees**

- a. Attending meetings arranged with their personal tutor and making every effort to inform their tutor if they are unable to attend a meeting.
- b. Ensuring that they go to their personal tutor or subject advice tutor whenever they need help or are asked to do so, with the personal tutor as required.
- c. Being an active participant in finding a solution to a problem.
- d. Notifying their personal tutor promptly if they are having any academic, health or personal problems that are affecting their academic work. It is the responsibility of the tutee to submit an extenuating circumstances claim. Personal tutors can support students who wish to submit extenuating circumstances. However, merely informing a tutor of health or personal problems affecting their academic work does not in itself constitute an extenuating circumstances claim.
- e. Students with a subject advice tutor should notify them if they are having any academic problems that are affecting their academic work.

#### **4.0 Recording of meetings**

Engagements between personal tutors and students will normally take the form of face-to-face meetings. By agreement between tutor and student, meetings may where appropriate take the form of a virtual engagement, e.g. via e-mail.

Personal tutors keep records of meetings on e-Vision in accordance with University [records management](#) and [data protection](#) guidelines. It is good practice for such records to be shared with the student.

#### **5.0 Frequency of Meetings**

##### Engagements

##### For undergraduate students:

- First Years
  - Students are given the name of their personal tutor (and Subject Advice Tutor where relevant), with whom they will meet during the first week
  - Students should normally meet with their personal tutors on four occasions during the year
- For subsequent undergraduate years:
  - Students should normally engage with their tutors on three occasions in each year

##### For post-graduate taught students

Students are given the name of their personal tutor during the first week.

Normally, full-time post graduate taught students should meet with their personal tutor on at least three occasions during the year. These would ideally be in the first few weeks of the course and towards the end of each semester.

Part-time PGT campus-based students should, where possible, adhere to the minimum standards for full-time students, but it is recognised that it may be appropriate to adjust the timing and frequency of meetings.

In order to provide a personal tutor system for students on distance learning programmes, appropriate student and academic support arrangements should be put in place e.g. personal tutoring via e-mail, telephone or use of Skype.

If for any reason a student feels the need for an additional meeting with their personal tutor. The student should contact their personal tutor to arrange the meeting.

## **6.0 Change of Tutor**

Students should be informed that they can, with appropriate reason, change their personal tutor or subject advice tutor. Students should contact the School Manager if they wish to change their personal tutor or subject advice tutor. It is the responsibility of School Managers to notify Senior Personal Tutors of such changes. If for any reason students are unable to contact the School Manager, they should instead contact the Senior Personal Tutor in (one of) their School(s).

## **7.0 Role of Head of School**

- a. Ensuring that the allocation of all students to personal tutors and subject advice tutors is carried out efficiently. Programme Directors (or a designated individual) are responsible for the day to day running of the personal tutor system for postgraduate taught students.
- b. Ensuring that students are given the name of their personal tutor and subject advice tutor (where relevant) during the first week of study.
- c. Ensuring that support provision and the personal tutor, subject advice tutor and Senior Personal Tutor roles within the University are clearly explained in course handbooks and that students are informed as to where they can obtain advice in an emergency if their tutor is not available.
- d. Organising opportunities for incoming students to meet their personal tutor during induction/welcome week.
- e. Identifying an appropriate member of academic staff, who should not normally be the Head of School or Director of Learning and Teaching, to act as Senior Personal Tutor.
- f. Ensuring that a reallocation process is in place for cases where a student requests a change in personal tutor or subject advice tutor.
- g. Ensuring where tutors are unavailable for an extended period due to illness, leave etc, that alternative personal tutoring arrangements are in place and that students are informed of any changes.
- h. Overseeing the operation of the personal tutor system within the School, led by the Head of School and the Senior Personal Tutor.

## **8.0 Role of Senior Personal Tutor**

- a. Providing advice and guidance to other personal tutors and subject advice tutors on their role.

- b. Overseeing the operation of the personal tutor system and subject advice tutors in liaison with the Head of School.
- c. Promoting the welfare of students within the School, individually and collectively
- d. Attending meetings of Senior Personal Tutors as appropriate.
- e. Overseeing the evaluation of personal tutoring (using evaluation questions provided by the University if requested) and ensuring that matters which arise are discussed at the School Learning and Teaching meetings.
- f. Providing training within the School on personal tutoring when it is within their competence.
- g. Liaising closely with his/her Head of School about the effectiveness and efficiency of the personal tutor system.

### **9.0 Role of the Faculty**

- a. Providing support for Schools as and when the need arises.

### **10.0 Role of the University**

- a. Clearly defining, implementing and monitoring a system of personal tutor support.
- b. Providing training and developing opportunities for personal tutors and senior tutors through the Organisational Development Team.
- c. Ensuring the provision of guidelines on record keeping and confidentiality.
- d. Developing a system of feedback from staff and students on the operation of the personal tutor system.
- e. Organising meetings of Senior Personal Tutors to review and develop the system in the light of feedback and experience and to share good practice.
- f. Acknowledging and rewarding the contribution personal tutors and Senior Personal Tutors make to the provision of student support through appropriate credits in the workload allocation model.

## ANNEX A

### The University

The University's [Student Services](#) provide help and support on all aspects of University life:

- [An NHS General Practice doctors' surgery](#)
- [Student Counselling and Mental Health Support](#)
- [Student learning](#)
- [International student support](#)
- [Money advice and guidance](#)
- [Disability services](#)
- [Halls of Residence Support](#)
- [Careers Service](#)
- [Multi-Faith Chaplaincy](#)

### KeeleSU

#### **ASK (Advice and Support at Keele)**

ASK delivers free, impartial, confidential, non-judgemental advice, information and representation. Welfare and Education Advisors are able to advise on a wide range of topics including:

- Academic advice (advice, information and representation on academic matters, including: appeals, complaints, grievances and applications to the Office of the Independent Adjudicator, extenuating circumstances, Health and Conduct, Fitness to Practice, university disciplinary decision, plagiarism and collusion issues and funding leave of absence).
- Welfare benefits
- Consumer issues
- Employment
- Debt
- Fees/finance
- Immigration/visas
- Local information
- Grants
- Housing (finding accommodation, checking contracts, negotiating with landlords)
- Loans
- Personal matters, and much more

To see more information please visit [keelesu.com/ask](http://keelesu.com/ask)

ASK subscribes to the Citizens Advice Bureau's electronic information system. This means we're not only able to help with HE issues, but also everything from abandoned cars, bailiffs, consumer credit and data protection issues, to universal credit, VAT, wages and young offenders. The advice team also work closely with elected officers who work for the Students' Union.



ASK is a member of Advice UK and UKCISA, the Council for International Student Affairs.

Advisors are members of the National Association of Student Money Advisors, NASMA.

ASK works to a number of policies including; a Code of Practice, a Confidentiality Policy, Complaints Procedure and Equal Opportunities Policy, details of all policies are online or available on request. ASK is authorised by the Financial Conduct Authority, (authorisation number 618690) to provide debt advice. Immigration advice is delivered in accordance with the Office of the Immigration Services Commissioner's Code of Standards.

ASK is open throughout the year and can be contacted:

- By email: [su.ask@keele.ac.uk](mailto:su.ask@keele.ac.uk)
- By telephone: 01782 (7)34800
- In person: ASK is situated on the ground floor of Keele SU
- Online chat: ASK an advisor or book an appointment at [keelesu.com/ask](http://keelesu.com/ask)

The banner is a horizontal strip with a purple and white color scheme. On the left, vertical text reads 'advice & support at keele'. The main content consists of three speech bubbles: the first says 'Got a problem or query?', the second says 'Click here to ask our online advisor' with 'Monday - Friday 10am - 12pm' below it, and the third says 'Live Chat'. On the right is the 'ask' logo, which includes a question mark icon and the text 'ask advice & support at keele'. At the bottom left, there is a small logo and the text 'KeeleSU is a registered charity no.1137380'. At the bottom right, contact details are listed: 'e: su.ask@keele.ac.uk t: 01782 734800'. The background of the banner features faint, large text including 'exam', 'representation', and 'course issues'.

KeeleSU is led by a team of five students who spend the year leading KeeleSU, campaigning on behalf of students and representing the student body within the University. The Elected Officers are available to offer support with any welfare or education concerns you have.