

PERSONAL TUTORING POLICY

1. Personal Tutoring

- 1.1 Personal Tutoring is central to the delivery of a holistic, coherent and student-centred curriculum and to undergraduate and postgraduate students engaging, progressing and completing successfully.
- 1.2 Personal Tutoring represents a commitment to the University of Westminster's mission "*To help students from different backgrounds fulfil their potential*".
- 1.3 Personal Tutoring is primarily the provision of personalised and consistent academic support over the student life journey, from induction to completion of studies.
- 1.4 Personal Tutoring supports student engagement with employability skills and career planning, with referral to University activities and services as appropriate.
- 1.5 Personal Tutoring includes the provision of pastoral support such as is appropriate to enable students to succeed; signposting to relevant University and UWSU support services as required.
- 1.6 Personal Tutoring provides pro-active academic and pastoral support for all students (undergraduate and postgraduate on courses of one or more year's duration¹) on a planned and regular basis.
- 1.7 Personal Tutoring is provided by designated members of staff in Schools and, whilst models may differ, each student will normally have a School-based member of staff with whom they have regular contact. Normally this would be the same person year to year to enable continuity of support.

2. Responsibility of the Personal Tutor²

- 2.1 Personal Tutors will be the first point of contact for Tutees providing advice and support to assist them in achieving their academic and personal success.
- 2.2 Personal Tutors will support students during induction, familiarise students with academic expectations and help ease the transition into Higher Education and higher

¹ Levels 3 to 7

² It is recognised that different models may mean that these responsibilities are covered by more than one role e.g. in Humanities via Personal Tutors and Academic Tutors

levels of study as well as introducing new students to the culture of the University. This applies to all new entrants regardless of level of study.

- 2.3 Personal Tutors will help identify Tutees with specific learning support needs and signpost to appropriate support available.
- 2.4 Personal Tutors will ensure that they are available to their students through their published student consultation hours during the teaching weeks of the academic year.
- 2.5 Personal Tutors will offer to meet with each of their Tutees at least three times during the academic year; the first prior to end of teaching week 3³ and then at least once per semester in order to provide them with an opportunity for reflection on their academic progress and engagement. The Personal Tutor will ensure that a summary of this meeting is provided to the student and kept confidentially on record, using Tutor Notes.
- 2.6 Personal Tutors provide the primary interface with students on issues of engagement and have a particular responsibility, through monitoring of a range of retention- and engagement-related indicators, to identify students at risk of non-continuation and to make the appropriate interventions as required, signposting to University services as necessary.
- 2.7 Personal Tutors will help students understand the feedback they receive and help them to put an action plan together for them to progress academically.
- 2.8 Personal Tutors will support the individual student's academic decisions and engagement with employability skills and career planning.
- 2.9 Personal Tutors will identify and signpost to the more specialised support available in the University and refer Tutees as appropriate to Wellbeing services, Disability Learning Support, College/School Disability Tutor, Careers and Employability Service, Libraries and Academic Learning Support, Campus Registry and/or the School Senior Tutor. UWSU can also provide independent and confidential advice to students.
- 2.10 Personal Tutors will engage with training and resources necessary to enable them to conduct their role and support students to achieve success.

3. Responsibility of the student

The student is responsible for:

- 3.1 Engaging with their Personal Tutor in order to optimise their academic and personal success.
- 3.2 Attending all scheduled meetings with their Personal Tutor.

³ It is recognised that late arrival/enrolment may impact this. In such cases the Personal Tutor should have the first meeting as soon as is practicable

- 3.3 Informing their Personal Tutor of any difficulties they might be having in a timely manner so that they can be supported appropriately.

4. Responsibility of the Head of College and Associate Head of College (Education and Students)

The Head of College and Associate Head of College (Education and Students) are responsible for:

- 4.1 Ensuring that the College has a model for Personal Tutoring that conforms to the University Personal Tutoring policy and the Education Strategy and Retention Framework.
- 4.2 The Associate Head of College (Education and Students) will, in liaison with the Head of College, coordinate and support the Personal Tutoring arrangements and implement the Education Strategy and Retention Framework.
- 4.3 Deciding the detailed level of support most suitable for the academic and personal development of the students in their College and to ensure that this provision is adequately resourced.
- 4.4 Ensuring that Personal Tutoring is integrated into, and effectively supported by, the broader pastoral support systems for student health, wellbeing and success provided within the College and the University and that central services in these areas are not duplicated at College/School level.
- 4.5 Ensuring that student engagement and the personal tutoring systems in the College is regularly reviewed and reported on at the College Teaching Committee as a matter of course and at College Executive Group as appropriate.

5. Responsibility of the Head of School

The Head of School is responsible for:

- 5.1 Appointing School Senior Tutors who, in liaison with the Associate Head of College (Education and Students) and the Head of School, will coordinate and support the Personal Tutoring arrangements.
- 5.2 Ensuring that Personal Tutoring is provided by designated members of staff who have the necessary skills and expertise to be able to provide effective support.
- 5.3 Ensuring that the responsibilities and expectations of the Personal Tutoring role are clearly defined and understood, and performance and development opportunities are included in annual appraisal.
- 5.4 Ensuring that Personal Tutors receive appropriate induction and continuous professional development to allow them to give appropriate support to their students.

6. Responsibility of the School Senior Tutor⁴

The School Senior Tutor is responsible for:

- 6.1 Advising Personal Tutors in the School on the conduct of their tutoring responsibilities so that these are carried out within the frameworks set out by the University's strategies for Education, Employability and Equality, Diversity & Inclusion.
- 6.2 Inducting new Personal Tutors to their role and ensuring that they have information about the full range of student advice and support services available in the University.
- 6.3 Identifying staff development needs with regard to providing academic and pastoral support.
- 6.4 Ensuring that all students have a Personal Tutor and ensuring that the names of the Personal Tutors are on the students' records on SRS, normally by the end of Week 2, Semester 1.
- 6.5 Ensuring that there is regular monitoring of the level of student engagement through retention- and engagement-related indicators and that Personal Tutors are supported in making the appropriate interventions and signposting to other interventions as required.
- 6.6 Representing their School at the Senior Tutors Group which reports to the Teaching Committee to share good practice and make recommendations to the University Teaching Committee as appropriate.
- 6.7 Representing the School on university wide activity focusing on the enhancement of Personal Tutoring.
- 6.8 Normally chairing the School MC Board raising any School issues as appropriate.

7. Responsibility of the Student Retention and Engagement Team

The Student Retention and Engagement Team within Academic Registry is responsible for:

- 7.1 Oversight and co-ordination, as process owner, of University retention, engagement and attendance policy, process and systems.
- 7.2 Business ownership, in collaboration with School Senior Tutors, of the E-Vision Personal Tutor Dashboard and the Learner Analytics Dashboard.
- 7.3 Liaison with School Senior Tutors over student engagement data, processes and systems.
- 7.4 Developing and implementing processes which support Personal Tutors in their work to improve student retention and engagement.

⁴ A College may choose to appoint one individual to take on the responsibility of School Senior Tutor for more than one School, or more than one Senior Tutor within a School.

- 7.5 Providing advice and support to Personal Tutors in the intervention process and, following referral from a Personal Tutor, initiating more formal interventions with students when required.