Student Guide to **Personal Tutoring**

Personal Tutoring at Edge Hill University

Contents of this Guide:

COVID-19

To support the process of Personal Tutoring during the pandemic we reiterate the baseline requirements of the University and offer the following supplementary advice and guidance:

- You will receive your Personal Tutors contact details during your 'first week'. If this does not happen, please let your Programme Leader or Head of Department know. It could be we have incorrect contact details for you, so please get in touch and let us know!
- Your Personal Tutor will contact you and make you aware of opportunities to meet them during your first week. This may be a group tutorial for example a social activity, that takes place present in person on campus, or will be undertaken synchronously online. Again, if this does not happen, it is likely just an issue with email (for example going into spam or similar), so please feel free to contact your tutor to help establish that initial connection.
- After the first communication your tutor will make clear to you how they will communicate with you. Please make them aware of any accessibility issues you may have and that they need to be aware of so they may adapt modes of communication if necessary.
- Your tutor will meet with you individually, on at least two occasions in semester one, and they will schedule future meetings in good time to ensure continuity of communication.
- An overview of guidance and support is provided in this document, but your tutor will talk to you about their role so you can know what to expect from them.

Enhancing your support:

- You may be able to access additional support from peer mentors and the peer mentoring system operated by your department.
- Your tutor will send you regular 'temperature checking' emails to check you're okay, and signpost you to focused support accordingly should you require additional support.
- Your tutor may also send regular communications, similar to a newsletter, to highlight key dates and deadlines, to signpost learning and support services, and opportunities for cohort and institutional social activity.

Group Tutorials:

While group tutorials will take place to offer guidance relating to communal challenges or shared issues, these are not offered in lieu of individual synchronous online face-to-face or present in person face-to-face meetings.

Personal Tutor Timetable

Below you will find an outline of the minimum baseline contact a student on any taught degree can expect from their Personal Tutor. The way this is delivered may vary between Departments/ Areas and Faculties so this should be treated as indicative.

In many cases it will exceed this baseline level.

Personal Tutoring at Edge Hill University

- You should have a named Personal Tutor by the end of the first week and have received an email from your Personal Tutor within one week of fully enrolling with contact details; office whereabouts; email and phone number.

- You will be provided with an opportunity to meet your tutor within one week of starting your course. This may take the form of a group tutorial where expectations can be shared, and the first one-to-one meeting can be arranged.

- The baseline requirement of our Personal Tutor System stipulates a ***minimum*** of 1 group meeting and 4 one-to-one meetings in year 1, with a further two meetings each, in years 2 and 3.

- There is a shared responsibility between you (the student) and the personal tutor to proactively engage with the process, and it is your (the student's) responsibility to attend and to participate.

- If your Personal Tutor is absent, your departments/areas will provide an alternative point of contact.

- In exceptional circumstances, if either the student or the personal tutor requests a change, the department/area will have a clear procedure for dealing with this.

- During the working week, your Personal Tutor will respond to informal emails and telephone enquiries normally within two working days.

- Personal Tutoring will vary depending upon the programme and/or department but generally the Personal Tutor will provide general guidance on academic and support issues, and signpost or refer you (the student) to other sources of advice and guidance.

Year 1:

You will have no less than 5 meetings with your tutor in Year 1. This table provides a guide of when those meetings may take place and the type of topics you may discuss. *(Group meeting – suggested 1 hour)*

Agenda: During your First Week

During your first week you will be provided with an opportunity to meet your tutor. This may take the form of a group tutorial where general expectations can be shared, and your first one-to-one meeting can be arranged.

Agenda: By the end of week Two	Preparation – things for you to consider and prepare before the meeting
• **Confirmation of contact details; office whereabouts; email and phone number; availability; profile** • **Role of Personal Tutor** • **Ground rules; Expectations; schedule of formal meetings** • **Attendance and engagement** • **University life; social life; study/work/play balance; homesickness** • **Wider support networks - learning and student services** • **Learning, Careers and Student Services Support: Helping students to continue with their studies.**	Make a list of any questions, queries or concerns you have regarding any aspects of your course or student life. Supporting Staff to Support Students Toolkit: www.ehu.ac.uk/sssstoolkits and key signposting page: https://www.edgehill.ac.uk/location/catalyst/
Agenda: Semester 1: by end of week 5	Preparation – things for you to consider and prepare before the meeting
• **Settling in; access to services** • **Self-expectations by student; degree classification; employability** • **Bb/e-learning; learning services** • **Extension/EMC process** • **Assessment – Levelness** • **Evaluation – module/SSCF/ISS**	• Prepare a profile of yourself • Write a summary of initial expectations and aspirations • Make a list of any questions you have
Agenda: Semester 1: by end of week 10	Preparation – things for you to consider and prepare before the meeting
• **Assessment – formative and summative; good academic practice and avoidance of malpractice; Extension/EMC** • **Learning support** • **Attendance and engagement** • **Evaluation – institutional experience**	• Make a list of any questions you have
Agenda: Semester 2: by end of week 9	Preparation – things for you to consider and prepare before the meeting
• **Academic performance: experience of assessment; attendance and engagement; issues** • **Transition into Year 2 Action Planning** • **Employability**	• Bring all of your feedback • Make a list of any questions you have • Draft an action plan for the rest of the term • Bring a summary of any extracurricular activities you have completed For helpful tips and advice on what to do in your First

	Year watch our short video: https://www.edgehill.ac.uk/careers/how-can-we-help/careers-support-for-first-years/

Year 2

You will have no less than 2 meetings with your tutor in Year 2.
This table provides a guide of when those meetings may take place and the type of topics you may discuss.

Agenda: Semester 1: by end of week 5	Preparation – things for you to consider and prepare before the meeting
- Welcome back; Action plan - performance objectives; expectations; attendance and engagement - Degree Classification; Assessment process – levelness - Employability – personal capital - Evaluation – module/SSCF/ISS	- Bring your year 1 transition action plan with you - Bring your overall results for Year 1 - Prepare expectations and ambitions for year 2 - Prepare any questions
Agenda: Semester 2: by end of week 9	Preparation – things for you to consider and prepare before the meeting
- Academic progress; attendance and engagement. - Employability – personal capital - Transition to year 3 – action planning - Learning, Careers and Student Services Support: Helping students to continue with their studies.	- Bring your semester 1 results with you Bring a summary of any extracurricular activities you have completed - Make a list of any questions - For helpful tips and advice on what to do in your Second Year watch our short video: https://www.edgehill.ac.uk/careers/how-can-we-help/careers-support-for-second-years/ - Supporting Staff to Support Students Toolkit: www.ehu.ac.uk/sssstoolkits and key signposting page: https://www.edgehill.ac.uk/location/catalyst/

Year 3

You will have no less than 2 meetings with your tutor in Year 3.
This table provides a guide of when those meetings may take place and the type of topics you may discuss

Agenda: Semester 1: by end of week 5	Preparation – things for you to consider and prepare before the meeting
- Welcome back; Action plan - performance objectives; expectations; attendance and engagement - Degree Classification; Assessment process – levelness - Employability – personal capital - Evaluation – module/SSCF/NSS - Learning, Careers and Student Services Support: Helping students to continue with their studies.	- Bring a copy of your CV - Bring your year 2 transition action plan with you - Bring your overall results for previously completed modules - Write a summary of expectations and ambitions for year 2 - Make a list of any questions you have - Bring a summary of your employability plan and career aspirations - Supporting Staff to Support Students Toolkit: www.ehu.ac.uk/sssstoolkits and key signposting page: https://www.edgehill.ac.uk/location/catalyst/

Agenda: Semester 2: by end of week 9	Preparation – things for you to consider and prepare before the meeting
• **Academic progress; attendance and engagement.** • **Employability – personal capital** • **Transition – postgraduate**	• Bring your semester 1 results with you Bring a summary of extracurricular activities you have completed • Make a list of any questions you have • Prepare a summary of skills attained to date For helpful tips and advice on what to do in your Third Year watch our short video: https://www.edgehill.ac.uk/careers/how-can-we-help/careers-support-for-final-years/

Personal Tutoring at Edge Hill University

Edge Hill University is committed to high quality guidance and support for all students. This consists of central support through Student and Learning Services, support from academic staff through teaching and assessment and through the role and functions of the Personal Tutor system.

Personal Tutoring is a distinctive feature of higher education in the United Kingdom. At Edge Hill University, every student is provided with a Personal Tutor, who takes an interest in you as an individual and who offers guidance on your overall academic progress and personal and professional development.

Your Personal Tutor

You will be allocated your own Personal Tutor who has two distinct and equally important aspects to the role:

1. **Academic guidance to enable students to make the most of your time at EHU and fully develop your 'personal capital'.**

   Your time at university is a very important part of your personal development: it influences and changes the way you think about your subject and the world in general. You gain new skills and knowledge, and develop your abilities, questioning your own, and others' attitudes. Sometimes you can get preoccupied with details of academic work in modules, but it is very important that you see the wider picture of your development, and actively plan to take advantage of everything university offers. This will be valuable to you, not least when it comes to starting or continuing your career.

2. **Pastoral guidance and referral for students to ensure appropriate and rapid resolution of problems and smooth transitions.**

   Your Personal Tutor will help you to understand the support that is available through Student, Careers and Learning Services and also act as an advocate to help you navigate the complexities of the university systems. Your Tutor might also direct you to the Students' Union Advice Centre where assistance is also available, especially in the case where you might want to appeal against a decision made during your programme of study. It is beneficial to have an informal chat with your Personal Tutor so that you will be able to build trust and a good relationship with them. In this way, if any major issues do arise you will feel more comfortable talking to them so that hopefully the problems don't escalate. Where there might be any issues relating to the positive relationship, we would expect you to have with your Personal Tutor, you will be assisted in changing to an alternative Tutor to ensure a more effective level of connection.

To encourage you to reflect on your development and record your achievements, the University has developed PDP (Personal Development Planning) and a range of enhancement activities that are designed to assist you in developing your employability skills in readiness for your future careers. Your Personal Tutor will discuss these with you so that you can take charge of your career development. You are encouraged to consider your employability in terms of the Edge Hill University 4K-Knowing Model which focuses on:

- **Knowing the employability skills** that you need to have (specification of the employability skills, knowledge, attitudes and values that employers desire)
- **Knowing yourself** in relation to your employability, areas you can develop further and exploring opportunities to do so
- **Knowing and practising by engaging in activities** and capturing reflections on how the opportunity has enabled you to demonstrate the graduate attributes valued by employers
- **Knowing how to present yourself**, illustrating the above (illustrating how the opportunities you have had have enabled you to demonstrate your employability skills with concrete examples)

Your Personal Tutor will fully understand that you may not have made your decision as to the type of employment that you might choose, and your tutorials will offer you the opportunity to discuss the choices that are open to you.

Your Personal Tutor will help you to understand the skills you need to develop in order to improve your academic performance, and to gain a good understanding of where your degree can take you in the future. The meetings provide an opportunity to discuss future aspirations and are also an opportunity to get to know staff on a more personal basis.

Your Personal Tutor will be an academic member of staff and will usually be someone who you will come into contact with during your programme of study. It is helpful for you to keep in touch with your Personal Tutor as you progress through your programme of study, so that your Tutor can best support you in reaching your goal.

You will be given the name of your Personal Tutor during 'First Week' activities and your first meeting will be arranged during this week or very soon afterwards. You will meet your Personal Tutor regularly throughout the academic year to discuss your progress. Personal Tutors are most likely to use email or Blackboard as a way of keeping in touch in addition to seeing you during sessions as part of your programme of study.

You can contact your Personal Tutor to arrange a meeting to discuss any concerns you have which are affecting your learning. Concerns may include study skills, accommodation, finance and settling in. If your Personal Tutor cannot help you directly, they will be able to refer you to an expert either within or outside of the University who will be in the best position to offer help to you. These could be bodies such as Student Services, Careers, the Counselling Team, Students'

Union, the Police, MIND (mental health charity) and more.

Some Personal Tutors may call occasional group meetings to discuss concerns of general interest at other times, or, on other occasions will meet with you on a one-to-one basis.

Principles

The Personal Tutor system is a fundamental element of a network of support services and is underpinned by the following principles:

1. Respect for every student as an active learner and an individual with their own learning needs
2. A shared responsibility for each student's learning, development and achievement
3. Support for the induction of students into the academic community and their transition through academic study
4. Recognition of the importance of equality of opportunity, diversity and inclusion.

What you need to do

In order to benefit fully from the Personal Tutoring support offered you have a set of responsibilities which are detailed below. Your Personal Tutor will be an academic member of staff with a range of responsibilities and, like you, is likely to have a very busy schedule therefore you should make the most of your time with them by being well prepared. The timetable below provides further details about what should be done in advance of your meetings with your personal tutor.

Your responsibilities as a student

- To ensure that the name and contact details of your Personal Tutor has been noted.
- To keep in regular contact with your Personal Tutor as a routine part of your programme i.e. weekly in most cases and attend all scheduled meetings.
- To prepare for meetings in advance in line with information in the guide provided.
- To reflect on feedback received from Personal Tutor and other staff to aid and enhance your personal development.
- To notify your Personal Tutor in the event of illness and non-attendance at university on the first day that the issue arises if at all possible.
- To notify your Personal Tutor where there are academic or personal/medical problems which are affecting attendance or impacting on your academic progress as soon as possible

following your recognition of the issue.

- To contact your Personal Tutor immediately if performance in forthcoming examinations or assessments is going to be affected by ill health or other extenuating circumstances.

What you need to prepare prior to each meeting/tutorial and ensure that you bring with you: -

- Assignment feedback and assignments when appropriate.
- Professional Practice (placement) Observations (where relevant).
- Professional Practice (placement) Final Report Form (where relevant).
- Any questions/queries regarding your progress.

Your Personal Tutor will:

- Provide academic advice, guidance and support and assist you with your academic development and achievement.
- Provide you with guidance to support your employability development and help you to take advantage of all opportunities open to you through your university journey.
- Support your transition into university and between all academic levels year on year.
- Where personal tutoring is directly linked to your PDP system, facilitate your personal development and achievement as part of a structured process.
- Act as a first port of call for your pastoral, professional and/or academic concerns or advice.
- Point you towards other sources of more specific support when appropriate – academic, professional and pastoral.
- Acquaint you with the services that are available within the University and the processes and procedures relevant to your progression.
- Respect your right to confidentiality, only disclosing information when and where necessary with your consent.
- Write references for you when required.

Useful Documents

You may find the following documents useful

The Student Charter:
The Student Charter sets out the terms of the partnership between Edge Hill University and its students. It summarises what all students can expect from the University and what is expected of them in return.

The Student Regulations:
These regulations apply to all students and relate to non-academic related conduct. They describe what is considered to be inappropriate behaviour and the procedures which will be followed in such cases.

The Academic Regulations:
The Academic Regulations provide a framework for the University to operate within to deliver programmes and make appropriate awards. Areas covered within the Academic Regulations that relate to the Student Experience in general include:

- Enrolment and Attendance
- Assessment, Reassessment and Condonement
- Academic Malpractice
- Progression
- Award Classification
- Results and Appeals
- Certification
- Deferring, Suspending or Repeating Study
- Academic and Professional Exclusion

Overview of Support

Direct links to all of these services can be accessed via the Student Homepage or simply visit Catalyst.

Service	Summary
Department/Tutor	Academic/pastoral support plus advice on EMCs, appeals and assignment extensions. Some departments also have their own study skills, or pastoral support, systems and may be able to make local arrangements/ adjustments to accommodate your needs.
Mentoring/Buddy Scheme	Some departments/courses also have a mentoring/buddy scheme which can provide a good source of support/reassurance.
Academic Registry	Advice on, and processing of course changes: transferring course/uni; repeating a year; module changes; changing mode of study; interrupting studies; appeals, TPT; and the withdrawal process (including advice on implications of all of these e.g. tuition fees, student loan etc.).
Wellbeing and Counseling	Support for issues that affect your wellbeing such as anxiety, stress, or feeling overwhelmed, as well as access to GP and counselling services.
Chaplaincy	Pastoral guidance and support, helping to create a welcoming community on campus.
Social/sports groups	Can help you to make friends, de-stress and develop a sense of belonging at uni. List of all groups/societies available via Students' Union website.
Campus Life and 'That Thursday Thing'	Promote activities/events and help you settle in and feel part of the EHU community. "That Thursday Thing" - a weekly social group to help you meet new people and make friends at uni (Thurs 5pm, meet in the Hub by Starbucks). Also provide support/advice/intervention to students having difficulties with other students.
Accommodation Team	Provide advice/guidance about accommodation both on and off campus, including hall fee queries.
Care leavers, care experienced, estranged and carers	Targeted support and case management of Young Adult Carers, Care Leavers, Care Experienced and Estranged students.
Inclusion Team	If you have a medical condition, mobility, visual or hearing impairment, mental health support needs or you have an autism spectrum condition, the Inclusion team are here to provide extra support during your time at Edge Hill.
Library - UniSkills	General study skills support (via workshops or 1:1) for the whole student population.

Library - Learning Support	Specialised and tailored 1:1 study skills support and access (including assistive technologies) for those with physical or mental health difficulties.
Library - SpLD Team	Support for specific learning needs – dyslexia, dyspraxia, dyscalculia, ADHD
Money Advice Team	Provide advice on all money-related matters including student funding, budgeting, and the Student Support Fund.
Students' Union Advice Centre	Advice/support to students on a range of issues e.g. Academic issues, housing, money and welfare. Also provide representation for certain student groups and activities/events (including managing social/sports groups and societies).
Careers	Advice/support with career planning and events, job hunting, volunteering, part time vacancies on and off campus, employment enhancement opportunities for example the Volunteering Award, Extra Edge Certification, and maximising employment and placement work experience. Access to the Student Opportunities Fund, and support for application and interview including CV Writing.
Thinking of Leaving? Service	Advice/support if you're thinking about leaving, or at risk of withdrawing (or being withdrawn). Provides opportunity to talk about 'what's going on' and explore options/support available.
GP	If you think you may have a health issue (physical or mental) you should see your GP. Students living in the Ormskirk area can register with Beacon Primary Care who hold regular clinics at Milton House (Ruff Lane).
Campus Support	Provides 24/7 support and security on campus.
Student Services/others	If in doubt, or for information on sources of other advice/support not listed here, contact Student Services via the Catalyst Helpdesk