

Personal tutoring is a key part of the University's student support system. Each student is assigned a Personal Tutor—an academic staff member who serves as their first point of contact for guidance on academic and non-academic matters. Where needed, students are referred to professional services for additional support.

Key Responsibilities of the Personal Tutor

 STUDENT ENGAGEMENT	 AVAILABILITY & KEY CONTACT POINTS	 REFERRAL TO SUPPORT SERVICES
Personal Tutors should be proactive in reaching out to students, particularly those who may need extra support, including: • New undergraduate entrants • Students transitioning between environments or countries • Those at risk of disengagement due to absence or poor performance.	Personal Tutors should clearly communicate their availability and offer face-to-face meetings (e.g., office hours or by appointment). Personal Tutors should initiate contact at critical stages, including: • Start of Semester • Consolidation Week • Teaching Week 10 Additional meetings can be scheduled as needed, and tutees may request support at any time.	Personal Tutors should be familiar with University support services and guide students to appropriate resources, such as Student Wellbeing Services for disabilities, medical/mental health conditions, or specific learning difficulties (e.g., dyslexia).

All staff in the Personal Tutor role are also required to attend mandatory training to enable them to fulfil their role in supporting students.

Resources

For more information, visit the Personal Tutor [Supporting Our Students SharePoint site](#) or read the [Personal Tutoring Policy and Guidelines](#).

