

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

| <br>STUDENT ENGAGEMENT                                                                                                                                                                                                                                                        | <br>AVAILABILITY & KEY CONTACT POINTS                                                                                                                                                                                                                                                                                                                                                         | <br>REFERRAL TO SUPPORT SERVICES                                                                                                                                                |
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| <p>Personal Tutors should be proactive in reaching out to students, particularly those who may need extra support, including:</p> <ul style="list-style-type: none"><li>• New undergraduate entrants</li><li>• Students transitioning between environments or countries</li><li>• Those at risk of disengagement due to absence or poor performance.</li></ul> | <p>Personal Tutors should clearly communicate their availability and offer face-to-face meetings (e.g., office hours or by appointment).</p> <p>Personal Tutors should initiate contact at critical stages, including:</p> <ul style="list-style-type: none"><li>• <b>Start of Semester</b></li><li>• <b>Consolidation Week</b></li><li>• <b>Teaching Week 10</b></li></ul> <p>Additional meetings can be scheduled as needed, and tutees may request support at any time.</p> | <p>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).</p> |

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](#).

