Role of Personal Tutor
At Heriot-Watt University, the term ‘personal tutor’ describes the scheme whereby a member of academic staff is assigned to an individual student to provide the first point of contact for those who require advice or assistance on both academic and non-academic matters (with advice on referral to professional service sections where relevant for non-academic matters). Tutors. All Heriot-Watt students must be assigned a named member of academic staff as their personal tutor. Personal Tutoring is one element of the University’s student support system.

Responsibilities
- Being clear about your availability
  o Advise your tutees of your availability and offer meetings.
- Being proactive and recognise student needs
  o Be proactive in making contact with students, especially those making big transitions.
- Being proactive at critical points
  o Be proactive in making contact with students at critical points such as induction/weeks one and two, mid-semester hand-ins, the end of semester assessment diets or where performance is becoming a concern.
- Referring to the correct services, person/people, policies where appropriate
  o Be aware of, and advise tutees on, further relevant sources of advice and information.
- Setting expectations and boundaries with tutees.

Available Training
There are a range of training opportunities and resources available to both new and seasoned Personal Tutors. It is advised that those new to Personal Tutoring attend in-person sessions and read all of the available resources prior to the start of their first semester in-role. We advise that every Personal Tutor attend in-person sessions at least every 2 Academic Sessions, and refer to the Supporting Our Students SharePoint to refresh their knowledge and skills at least once per semester.

Contact Points
Every student should be contacted a minimum of 3 times per semester by their Personal Tutor. In Weeks 1 or 2, 6 and 10. These can be a combination of one-to-one and small group meetings. Advice on conversation topics can be found on the Supporting Our Students SharePoint.

Contact Methods
All staff contact with students must follow the guidance laid out in the Communications Policy.

Microsoft Teams Sites
Each tutor should create and maintain a Teams site, including all of their tutees. Guidance on the creation of these sites can be found on the Supporting Our Students SharePoint.