

Personal Tutor Guide
to Student Support



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Should you leave the University please hand your files to Student Services. If there is a change in role, or for any other reason, you cease to be a PT for an ongoing student, make sure that the class file is handed over as appropriate.

If you are to be absent for a prolonged period (e.g. maternity leave or long term sickness) please ensure that Student Services know where your class files are.

NB some University information received by tutors is to be regarded as confidential, schemes for skills and other in-course assessments and for written examinations. These must, on no account, be handed to students.

1.3 Getting to know your personal tutees

1.3.1 Referring to the Students by name

Print the class photographs from UNIT-e and try and memorise the names of your personal tutees.

1.3.2 Knowing at least a little about each tutee

During induction and/or at your first meeting, find out something about your tutees, such as which sports they play/which teams they support/where they travel from each day/career plans. This will allow you to develop a rapport with individual tutees. Maintain this interest throughout your contact with the tutees.

1.3.3 Be consistent

Treat all students in the same manner to avoid allegations of favouritism or discrimination.

1.3.4 Open door policy

We have an open door policy at the University of Law. The first time you take a class you should ensure the students know how to contact you.

As tutors are not in University 24/ 7 there will be times when you are not available and it is therefore important that you manage student expectations. During your first session you should let your tutees know your hours/days of work. This is especially important for tutors who work part-time for the University or who have weekend contracts and are therefore not in University Monday - Friday. Experience has shown that students are usually happy to work round tutor times provided they know what they are in advance.

1.3.5 Responding to emails from Students

You should reply to student emails as soon as possible ideally within 24 hours of receipt. If this is not feasible due to the nature of the query or your own commitments, you should send an email acknowledging receipt and indicating when you will reply. If there is a day when you will not be in University (e.g. due to holiday/ non-working day etc.) or a day when you will not be checking your emails (e.g. due to meetings etc.) you should set an out of office message on your email. This message should:

Personal Tutor Guide to Student Support



It is also important to check with the tutee that he/she has informed the University of any relevant disability support needs and completed and signed the Acknowledgement Form relating to such needs which they were given in their induction session. If havi

Personal Tutor Guide
to Student Support



From time to time you may receive suggestions or complaints from students about the organisation of the University in general, or about the alleged failings of a particular member of staff. If this occurs, please refer the Student or Student(s) to the Academic Manager or Centre Director/Head of Tutors as appropriate.

1.7.3 Students who are unsure when/whether to reveal poor results to prospective employers

This can be a difficult area. You may find it helpful to bear the following points in mind when advising a student. It is important that the student is truthful at all times to a prospective employer. Therefore, if directly asked by an employer if they have passed all assessments to date, they must be truthful in their reply. Students should also check the terms of their offer before finally deciding what to do.

If provisional marks are published it will usually be in order for the student to wait for the confirmed results before notifying his/her employer of results.

In some cases students have the opportunity to retake skills before the end of the course and so may wish to wait to see if they pass these results for these before disclosing results to their employers. However, this can be a risky strategy as the employer may take the view the student should not have delayed telling them.

If the student is sponsored, it may be that the University is obliged to send the student results to the firm. In such a case the student would be best advised to speak to the firm themselves as soon as possible.

Although you can discuss the pros and cons of the situation with the student ultimately any decision must be the student's own decision.

1.7.4 solicitor /barrister/ disciplinary problems

You may become aware of facts which show that a student at the University is unsuitable to be admitted as a solicitor or barrister. Should you find yourself the unwilling recipient of such a confidence, you must advise the student that his or her best interests lie in full and frank disclosure to the SRA/ Bar Standards Board.

This is a matter where the University may take the view that despite the confidential nature of the information, it has a duty of disclosure to the SRA/ Bar Standards Board. Remember that as a solicitor/ barrister you have your own personal duty to the profession.

Problems have arisen in the past between students, e.g. clashes between students sharing accommodation. Disputes such as these can often be resolved through informal discussions.

Student Affairs Lead who will decide whether to invoke the formal disciplinary procedure.

1.7.5 Students who require disability support

All students should have stated on their application forms and on-line registration whether they have any disability support needs and whether they require any special facilities on the course or in the examinations. The Disability Support Service will have contacted such students at an early stage to agree any special arrangements and these will be set out in a Disability Support Agreement which the student must sign. Students should be asked to sign the Student Acknowledgement Form to record their situation at the induction day session.

If at any time during the course it becomes apparent that a student may need special facilities or that he or she may need to change the facilities required, again please let the Disability Support Service know and refer the Student to them. Medical evidence will be required to substantiate any request for special facilities. Students can find out the details from the Disability Support Service. A link to the Policy can be found on the University website

No special examination facilities can be granted to students on the ground that

Appointments to see a counsellor are made via email at counselling- [Centre name]@law.ac.uk. Further information is available on Elite > Health and Wellbeing > Counselling Service

1.7.9 The Student Association

All current students at the University are members of the Student Association. Throughout the year, the Student Association advertises various representative roles (some of which are paid positions) as well as the opportunity to organise social, sports, academic and professional events. PTs should encourage their tutees to apply for a representative role or to form part of the Student Association Events

Appendix 1
Tutee pre-meeting questionnaire for first PT meeting

Please take a few minutes to complete this questionnaire and email it to your personal tutor at least [] days prior to your Interview.

Name and workshop group number:	
1. Do you have any concerns about the course / how you are you settling in?	
2. Have you contacted the Employability Service yet?	