Academic Processes and Procedures

## Last Updated: September 2017

# Code of Practice Governing Academic Guidance Tutorials

*Academic guidance tutorials (formerly personal tutorials) are an integral part of the support for all students on taught programmes within the University. The effectiveness of academic guidance tutorials is a responsibility jointly shared between staff and students. Each Department has a position statement which details the arrangements in place. These must comply with this University Code of Practice.*

1. Each Department must have a statement of its student support arrangements, including the arrangements for academic guidance tutorials, accessible to both staff and students.
2. Every undergraduate and taught postgraduate student must have access to a named academic guidance tutor, who is a member of the teaching staff of the Department.
3. Students must be given the opportunity to meet their academic guidance tutor at least three times each year.
4. Group tutorials can be held to supplement or replace individual tutorials, as required.
5. The first meeting for students in their first year of study should be arranged as early as possible in semester one. Academic guidance tutorials will normally be part of a Department’s induction process.
6. Staff are responsible for making initial arrangements for individual tutorial meetings whilst students are responsible for ensuring they are adequately prepared for the meeting.
7. Students can request additional meetings with their academic guidance tutor and the academic guidance tutor will accede to such a request within a reasonable time. An email should be sent to the student within 48 working hours of the request.
8. Academic guidance tutors will maintain a record of tutorial meetings that have taken place and note when a student declines to attend. There is a form available on the Academic Guidance Tutor Moodle site.
9. Academic guidance tutors will place in the Department’s files an agreed record of any relevant matters that arise during tutorials for the purpose of writing references, supporting cases of mitigating circumstances etc. If a student wishes any matter to be treated as confidential, this should be clearly stated. Such information will then only be released with the student’s permission, unless it seriously affects the safety of the student or others.
10. Academic guidance tutors will have access to the full profile of a student’s performance across their programme of study.
11. Each Department must make clear arrangements for students and staff to raise any concerns about the allocation of academic guidance tutors and there must be procedures for changing academic guidance tutor where necessary.
12. Staff will receive information and training to support their role as academic guidance tutors. All information is on the Academic Guidance Tutor Moodle site and workshops by the LTEU will be run each semester. Departments should ensure that staff can receive further training as part of their continuing professional development.
13. Departments must recognise within their workload models the time commitment of staff as academic guidance tutors.
14. The arrangements for student support will be considered annually during departmental meetings as part of normal review procedures.
15. The Head of Department is responsible for ensuring compliance by Departments with this Code of Practice such that all students have access to effective support.