Support for your Academic Studies

The University provides a named individual as a contact point to support you in your studies. These are often referred to as personal tutors, year tutors, or other similar terms. Throughout this document they will be referred to as Academic Support Tutors. You will be assigned a named tutor for each year of your studies, should you wish to change your tutor please contact your Institute to discuss the reasons for your request.

Normally, you will be provided the opportunity to meet you Academic Support Tutor in small groups or individually. Academic Support Tutors will make it clear how you can contact them, including through office hours or regular meetings.

Please note that the University does not expect that Academic Support Tutors are available outside of the University's normal working hours. Outside term time, Academic Support Tutors may respond more slowly to queries or requests, in line with their leave.

Role of the **Academic Support Tutor**

The role includes:

- **Supporting the student's professional and overall academic development;**
- **Working with the student in partnership;**
- **Serving as an additional means of internal communication;**
- **Liaising, as appropriate, with other staff that support the student;**
- **Providing an additional channel for students to provide feedback and raise queries.**

The success of our academic support system can be attributed, very largely, to the excellent informal relationships that exist between staff and students and to the commitment of staff to the welfare of students. The code of practice for academic support tutors reflects this ethos of support.

What you can expect from you **Academic Support Tutor**

Academic Support Tutors will:

- **Treat all students with respect in line with the University's commitment to provide an inclusive learning environment;**
- **Respect confidentiality, within legal requirements;**
- **Provide appropriate support or a refer the student to expert support in regards to discrimination, harassment and bullying, or other difficulties students may face;;**
- **Be aware of the limitations of their ability to provide support and to refer to further support when appropriate;**
- **Be aware of the principles of equality and diversity;**
- **Offer advice and guidance on matters affecting the student's academic experience within university;**
- **Act as an academic/professional mentor to tutees.**