

Personal/Year Tutor Handbook 2017/18

September 2017

Role & Responsibility of Personal or Year Tutor

Role of the Personal or Year Tutor

The role of the personal or year tutor includes:

- Supporting the student's personal, 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 the personal or year tutor system at the University 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 personal or year tutors reflects this ethos of support.

Code of Practice for Personal or Year Tutors

Personal or year tutors are required to:

- Treat all students with respect;
- Treat every student as an individual with unique needs and aspirations;
- Respect confidentiality;
- Be proactive and reactive in combating discrimination, harassment and bullying in any form;
- Be aware of the principles of equality and diversity;
- Act as a mentor and supporter to tutees.

Personal or Year Tutor Entitlement

A Personal or Year Tutor is entitled to expect that the University will:

- Place high priority on the personal/year tutoring function;
- Provide access to specialist help and assistance through Student Services in dealing with particular issues;
- Provide an induction into the role for all (new) Personal Tutors;
- Offer appropriate staff development opportunities.

Student Entitlement

A student is entitled to expect that his/her Personal or Year Tutor will:

- Work with the student on behalf of his/her best interest;
- Treat each student as an individual who has unique needs and aspirations;
- Respect the student's right to confidentiality;
- Promote personal growth and development of each student;

- Offer impartial information, advice and guidance on any matters affecting the student's life in university, referring where necessary to other individuals, e.g. University Counsellors, Student Services;
- Liaise with Student Services to organise support for any identified learning needs;
- Review effectiveness of the Personal or Year Tutorial arrangements, and give the student the opportunity to comment on the quality of the service provided;
- Make himself/herself available at designated times for consultation.

Student Responsibilities.

The University expects students to:

- Adopt a diligent approach to all aspects of academic life;
- Accept responsibility in helping to create a supportive educational community in which everyone can flourish;
- Be considerate to the needs of fellow students, staff and neighbours in the wider community;
- Pay for services as requested in accordance with relevant terms and conditions.

Student Entitlements – General

- Every student is entitled to confidential counselling. Professionally qualified Student Counsellors, University Chaplain and the Student Services team are available to support students;
- All students are entitled to receive career guidance and details about occupations and jobs, further study, work experience and vacation work. Students should contact Careers staff in Student Services;
- Every student is entitled to assistance from the Accommodation Officer in finding suitable accommodation in the private sector as well as the University's own Halls of Residence;
- Every student is entitled to a quality catering service at a reasonable price. Healthy eating options will be available and special dietary requirements will be provided on request;
- The Chaplaincy provides a place where aspects of faith are explored and studied. It is available to everyone, of any faith or none, and all students are entitled to consult the University Chaplains;
- All students are entitled to advice and information on health related matters from their GP and/or relevant Student Services staff;
- Students are entitled to information and guidance in relation to financial support from Student Finance Officers based in Student Services;
- Students with disabilities are entitled to specialist learning support from Student Services who coordinate this provision.