





Be better prepared for post-course professional development and employment;

Develop a positive attitude to lifelong learning.

### Personal tutorials – student entitlement

10. All students of the University of Suffolk will:
  - a. Be allocated a personal tutor during the induction period for their course.
  - b. Early in their programme of study, be advised of:
    - the entitlement opportunities and rationale for personal tutorials;
    - the name, telephone and e-mail address of their personal tutor;
    - the procedure for booking tutorials, which is determined by the course team at the point of validation. This should also be clearly stated in student handbooks;
    - the recording procedures for tutorial meetings/use of progress files and transcripts;
    - procedure in the event of a problem arising in their relationship with their personal tutor;
    - the other support mechanisms within the institution and how to access them, e.g. Library and Learning Services, Student Services, StudentsqUnion, etc.
  - c. Be entitled to four 20 minute personal tutorials per year if in full time study or pro rata for part time. At least one of these tutorials would normally be face to face, though, the University recognises the value of other modes of contact such as group tutorials, email, blogs and other on-line facilities;
  - d. Regard their personal tutor as their first point of contact in the event of any query/emergency/problem impacting on their studies;
  - e. Be able to use their personal tutor as a referee for entry to further study or employment;
  - f. In the event of a problem arising in the student/tutor relationship, have the right to take the matter to their Course Leader or Dean of School (or equivalent manager).

The responsibility for this document is shared between the Learning and Teaching Quality Assurance (LTQA) and the Learning and Teaching Quality Improvement (LTQI) teams.



### **Support for personal tutors**

12. Support for personal tutors will be provided:
- through the Guide to being a Personal Tutor in the Quality Manual;
  - by Deans of School or equivalent managers and Course Leaders;
  - via staff development activities;
  - as part of the staff induction programme;
  - by Student Services and the Students' Union;
  - by providing a standard Tutorial Record Card.
- Mental Health First Aid

### **Quality assurance in relation to personal tutorials**

13. The quality of the personal tutorial system will be assured and enhanced by the following mechanisms:

Review of the Tutorial Policy at least every 5 years.

Regular review of the Guide to being a Personal Tutor in the University's Quality Manual.