

# Personal Tutoring Policy

## Policy Statement

Cardiff Metropolitan is committed to creating a learning environment where all students are supported in developing the Cardiff met EDGE as well as their own personal academic profile and attainment. The Personal Tutoring Scheme at Cardiff Metropolitan is a quality enhancement intervention that aims to improve student experience and the attainment, progression, retention and employability of all students by providing high quality academic support and advice to students on undergraduate and postgraduate provision for the duration of their studies.

This Personal Tutor Policy provides background information to personal tutoring, sets out the principles of the Personal Tutor Scheme and outlines the general roles and responsibilities of those engaged with the Cardiff Metropolitan Personal Tutor Scheme. Specific information on operational processes can be found in The Personal Tutor Handbook

The following internal and external reference points can be consulted in relation to the policy.

### Internal reference points

* The Student Charter: Student Handbook Part 1
* The Strategic Plan
* The Learning, Teaching and Student Engagement Strategy

### External reference points

* QAA UK Quality Code (Chapters B3, B4)
* Advance HE UK Professional Standards Framework (UKPSF)

## Background

Research indicates that personal tutoring plays a central role in enhancing student support, success and retention (Thomas, 2006; Yale, 2019; Grey & Osborne, 2020, Stuart, Wilcox & Browning, 2021, and Wakelin, 2021). Thomas (2012) concludes that effective personal tutoring is “proactive, integrated, structured and nurtures relationships”.

Supporting students to succeed, excel and reach their potential is a priority at Cardiff Metropolitan and the Personal Tutor Scheme is the ‘anchor’ for the provision of academic support, advice and guidance. Personal Tutors at Cardiff Metropolitan will act as an Academic Advisor, offering students the opportunity to reflect on their development, particularly in relation to academic progress and future employment needs. They will also promote a sense of belonging to a community of learners and will refer students to specific services if necessary.

All students undertaking their programme of study at Cardiff Metropolitan University will have the opportunity to access and engage with the University’s Personal Tutor Scheme as set out below, including international students, part-time students and postgraduate students. All students undertaking University programmes delivered through arrangements with Collaborative Partnerships, such as franchised programmes, will have the opportunity to access an equivalent personal tutoring scheme, which has been approved by the University*.*

Cardiff Metropolitan’s Personal Tutor Scheme is intended to ensure that all students receive adequate and consistent access to support and guidance whilst undertaking their respective programmes a study. More specifically, it aims to provide:

* Personalised academic support from a trained academic member of staff
* Focused and systematic academic support throughout the student lifecycle
* Timely academic support

## Principles of the Personal Tutor Scheme.

### Principle 1: To Provide Equitable Access and Opportunities.

All Cardiff Metropolitan students will have the opportunity to access the Personal Tutor Scheme at the start of their studies and for the duration of their studies.

### Principle 2: To Understand Roles and Responsibilities.

All staff and students at Cardiff Metropolitan should be aware of the benefits of the Personal Tutor Scheme and the operational guidelines for the scheme. The Personal Tutor Scheme will be explained to all staff and students and Personal Tutors will be offered Personal Tutor training and guidance. Partner institutions will respect the principles of the Scheme when developing respective schemes.

### Principle 3: To Encourage Pro-active and Reciprocal Relationships.

Cardiff Metropolitan believes that students are partners in the learning process; therefore, the Personal Tutor Scheme focuses on the development of a pro-active and reciprocal staff/student relationship.

### Principle 4: To Promote Success and Achievement.

The Personal Tutor Scheme at Cardiff Metropolitan is available to all students, not just those facing issues or in need of help. The scheme aims to promote success and achievement, supporting all students to realise their potential through development of Graduate Attributes (as outlined in the Universities Graduate Attribute Framework and EDGE) in conjunction with their academic studies and extracurricular activities. Central to the success of this approach will be supporting effective, meaningful and empowering student and tutor partnerships. We may use data dashboards to support student success.

### Principle 5: To Act as a Gateway to Appropriate Resources, Services and Opportunities.

The Personal Tutor Scheme provides academic support and guidance. Personal Tutors are not expected, or encouraged, to provide guidance on personal issues but will act as a point of contact and gateway to other appropriate resources, services and opportunities that support the student journey.

# The Cardiff Metropolitan Scheme

## Student Entitlement and Responsibilities

* 1. Students are expected to engage with the Personal Tutor Scheme.
  2. All students will be allocated a named personal tutor at the start of their studies. Normally this tutor will be an academic member of staff from the student’s programme and will remain with the student throughout the duration of their study.
  3. In exceptional circumstances, for example, if a tutor leaves or is absent from the university for an extended period, or changes role, another tutor will be allocated to the student.
  4. Arrangements for scheduling meetings with personal tutors will be communicated to all students at the beginning of each academic year (see the Personal Tutor Handbook for more information). Students will take responsibility for booking appointments, attending tutorials and following up any action points that result from the meeting. Students will inform their personal tutor, as soon as possible, if they are unable to attend a tutorial.
  5. Scheduled tutorial meetings will occur once per term, as a minimum, and a record of these meetings will be available via Data Explorer
  6. Students can request that personal tuition be provided through the medium of Welsh.

## Personal Tutor Role and Responsibilities.

### Personal Tutors will be expected to:

* 1. Keep up to date with University regulations, their student’s programme and University processes and procedures, so they provide relevant and appropriate support and advice.
  2. Provide academic advice, guidance and support for students to progress through their programme. Offer opportunities for students to reflect on academic work and to determine action points in relation to assessment feedback.
  3. Act as a gateway to other support services. In particular, personal tutors should ascertain whether there are any obstacles to a student’s progress and should provide information on available help.
  4. Monitor personal tutor meetings by completing the student meeting log after each meeting and to contact a student if they miss a scheduled tuition session without providing a reason.
  5. Respect the student’s right to confidentiality. Information should only be disclosed with the student’s consent or under exceptional circumstances such as where the student poses a risk to themselves or others.
  6. Provide information for student references.

**(More specific information on the role and responsibility of the personal tutor is available in the Personal Tutor Handbook ).**

## Support for the Personal Tutor System

* 1. The Personal Tutor Handbook will provide guidance on the role of the personal tutor and resources to support the role will be available through a designated Moodle site.
  2. Staff development will be provided for all personal tutors. This will support consistency in the interpretation and implementation of the role, whilst also providing practical guidance.
  3. The effectiveness and impact of the role will be regularly reviewed.

## Operational Guidance

Specific guidance on baseline expectations, including; Welcome Week, meeting dates, meeting content and monitoring and reporting procedures are available in the Personal Tutor Handbook document. This Personal Tutor Policy & Scheme will be updated annually, so please ensure you regularly review the operational guidelines.